

Report on the 2006 Missouri WIC Mother-Caregiver Satisfaction Survey



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Executive Summary

The purpose of the 2006 Missouri WIC Mother-Caregiver Satisfaction Survey was to: 1) to determine how Missouri WIC can improve program services for non-native English speaking participants and native English speaking participants; 2) determine how program service needs differ between native English speaking participants and non-native English speaking participants; and 3) determine how program service needs differ among specific groups of non-native English speaking participants. Missouri WIC has conducted satisfaction surveys in the past; however, this was the first statewide effort to collect data from the majority of ethnicities served by Missouri WIC. The survey consisted of 23 questions and was printed in English, Spanish, Somali, Bosnian, Vietnamese, Arabic, Ukrainian, Chinese, Urdu, and Hindi. A total of 575 surveys were returned by 16 local WIC agencies.

The table below summarizes the results for sections on application and education processes; forms and literature; WIC staff and WIC vendors; and overall satisfaction. Non-native English speaking participants and native English speaking participants are very satisfied with most aspects of the WIC program. Improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as “somewhat helpful” or “not helpful” as indicated in the “comment” column. Two specific program components should be investigated – group nutrition education classes and WIC vendors. Although more than half of participants from both groups responded favorably to questions about group nutrition education classes and WIC vendors, these proportions are much lower than those for other topics. The remaining areas for improvement focus primarily on communication. Results showed that 52.4% of non-native English speaking participants “sometimes” or “always” need a translator.

Table 1. Summary of Results by Non-English Language Surveys (NELS) and English Language Surveys (ELS)

NELS	ELS	Topic	Response	Comment
Application & Education Processes				
80.9%	90.7%	application process	Easy	> 20% of Spanish, Bosnian, & Arabic participants said “difficult “ or ”somewhat difficult”
87.4%	91.1%	health assessment process	Easy	none
84.8%	82.6%	first meeting with nutritionist	Helpful	none
75.8%	50.2%	group nutrition education. (NE)	Helpful	low compared to other results
Forms & Literature				
85.1%	93.9%	NE materials	Easy to read	> 20% of Arabic participants said “difficult” or “somewhat difficult”
86.5%	87.3%	information in NE materials	Helpful	none
91.4%	92.5%	pictorial WIC food list	Easy to understand	none
86.3%	82.6%	food frequency questionnaire	Easy to understand	none

NELS	ELS	Topic	Response	Comment
WIC Staff & Vendors				
78.6%	91.1%	words used by clerk or receptionist	Always (understand)	> 20% of Spanish participants said “sometimes” or “never”
91.5%	94.4%	clerk or receptionist	Helpful	none
80.2%	90.1%	words used by nutritionist or nurses	Always (understand)	> 20% of Spanish & Arabic participants said “sometimes” or “never”
90.4%	91.5%	nutritionist or nurses	Helpful	none
75.7%	64.8%	WIC vendors	Helpful	> 20% of Spanish & Arabic participants said “somewhat helpful” or “not helpful”
Overall Satisfaction				
95.6%	96.2%	rate WIC services	Excellent or Good	none
NA	NA	three favorite things about WIC	“information on healthy eating and lifestyle”, “checks for healthy foods” and “checks for infant formula”	
NA	NA	three hardest requirements	chose “none”, “keeping appointments” and “bringing in children”	

Recommendations

The following recommendations for the WIC program are based on survey data and analysis:

- **Conduct additional research:** Group nutrition education classes and WIC vendors were perceived as “somewhat helpful” or “not helpful” by at least 20% of non-native English speaking participants and native English speaking participants. Focus groups with participants or key in-depth interviews with WIC vendors may provide insight for ways to improve these aspects of the WIC program.
- **Ensure local agencies are prepared to provide language assistance to WIC participants:** It is important to have language services available for those participants who “sometimes” or “always” need an interpreter. Data suggests that some participants have difficulties communicating with WIC staff and may also have difficulties with written documents. If hiring a bilingual staff member is not feasible, over the phone interpretation services may serve as an attractive alternative (the State has a contract with CTS Language Link, which provides such services at a low rate).
- **Provide Spanish language training for WIC staff:** Given the large Spanish speaking population served by WIC, it may be beneficial to provide brief Spanish language training on words or phrases specific to WIC.
- **Review nutrition education material for non-native English speaking participants:** More than 20% of those who completed an Arabic survey said that the nutrition education materials are “somewhat difficult to read” or “difficult to read”. It is possible that difficulties are due to a lack of translated materials, poor translations, or low literacy levels.
- **Collect data on race, ethnicity, and primary language:** If the data already exists, then it would be beneficial if this information could be easily accessed and shared among members of the WIC state office. If data on primary language and dialect is not currently collected, Missouri WIC may want to consider adding these categories when the current data collection system is changed.

I. Purpose of the Survey

The purpose of the 2006 Missouri WIC Mother-Caregiver Satisfaction Survey was to: 1) to determine how Missouri WIC can improve program services for non-native English speaking participants; 2) determine how program service needs differ between native English speaking participants and non-native English speaking participants; and 3) determine how program service needs differ among specific groups of non-native English speaking participants. Missouri WIC has conducted satisfaction surveys in the past; however, this was the first statewide effort to collect data from the majority of ethnicities served by Missouri WIC.

II. Introduction

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is federally funded and administered by the United States Department of Agriculture (USDA). The Missouri WIC Program is administered by the Missouri Department of Health and Senior Services (MO DHSS), Division of Community and Public Health, Section for Chronic Disease Prevention and Nutrition Services. According to their website, the Missouri WIC program provides health screening and risk assessment, nutrition education and counseling, breastfeeding promotion and support, referrals to health, welfare, and social service programs, and vouchers for supplemental foods (MO DHSS, n.d.). These services are provided through local WIC agencies and are free to pregnant women, postpartum women, infants, and children up to five years of age who are at nutritional risk, based on medical and income eligibility (MO DHSS, n.d.). In 2005, Missouri WIC served a total of 35,338 pregnant women, 37,781 postpartum women and 136,876 infants and children under five years of age (MO DHSS, 2006).

According to 2004 data from the United States Census Bureau, the proportion of every major racial and ethnic group, except Caucasians, has grown since 1990 (U.S. Census Bureau, 2000; Missouri Census Data Center, n.d.). In an effort to understand and meet the needs of the cultural groups they serve, the Missouri WIC program launched a Cultural Competency Project in January 2006. One of the activities of this project was to conduct a survey reaching as many different WIC participants as possible, not just the English and Spanish speaking participants. Missouri WIC believes that culture is an integral part of providing health services because culture affects "...how health care information is received; how rights and protections are exercised; what is considered to be a health problem; how symptoms and concerns about the problem are expressed; who should provide treatment for the problem; and what type of treatment should be given" (Office of Minority Health, 2001).

Due to limitations of the HANDS system, Missouri WIC could not access data on the race or ethnicity of their participants so it was necessary to collect information from the local WIC agencies. In January 2006, as part of the larger Cultural Competency Project, the state office sent a "Cultural Competency Needs Survey" to all 118 local WIC agencies. One of the questions asked the local agency to indicate the languages spoken by their applicants and participants. A list of ten languages was provided, including a space for listing other languages. In March, as preparation for this study, a follow-up survey was sent to the local agencies requesting estimates for the number of participants who speak the various languages. These WIC agencies were invited to participate in the survey if they had participants who spoke a language other than English. Of the 26 agencies invited to participate, 17 agreed. A total sample size of 1132 surveys was determined from these estimates. Based on the estimates of the local agencies, participants who spoke the following languages were invited to participate in the survey: English, Spanish, Somali, Bosnian, Vietnamese, Arabic, Ukrainian, Chinese, Urdu, and Hindi.

III. Methods

Survey Design

The survey instrument was developed by the consultant and the Cultural Competency Team based on the research questions provided by the Cultural Competency Team. The consultant and the Cultural Competency Team revised the content and format several times for readability and simplicity. The English survey instrument consisted of 22 closed-ended questions, with the last question open-ended and pertaining to country of origin. The non-English language surveys had 23 closed-ended questions. Question 23 was the same for all of the surveys (“My country of origin is: ”), but the list of possible responses varied by language (see Appendix A for the English survey instrument and Appendix B for responses for question 23 by language). The survey was pre-tested in English. Changes were incorporated into the final revision. The International Language Center in St. Louis, MO translated the instrument from English into the nine target languages. Translations were reviewed for context and readability predominately by native speakers employed by DHSS. Revisions were made as necessary. The instrument was printed in the ten languages listed at the end of the Introduction.

Data Collection

Survey packets were mailed to each of the 17 participating local WIC agencies at the end of August. The packets included instructions, data collection boxes, return mailing labels, surveys, and Inventory and Tally Sheets that indicated the number of surveys per language to be collected. The number and language of surveys sent to the local agencies varied according to their individual sample size determined by the March estimates.

In order to maintain consistency, local agencies were asked to adhere to a list of general instructions. Interpreters were to be used as needed. WIC personnel were instructed to invite mothers or caregivers of WIC children or infants who spoke the languages listed on the Inventory and Tally Sheets and had been a WIC participant for a minimum of six months. This included a sample invitation for WIC staff to use when inviting WIC mothers and caregivers to participate in the study. Participants were invited to join the study based on their native language; however, a participant was allowed to complete an English survey if she so preferred. Surveys were anonymous. For confidentiality reasons, WIC staff were instructed to not handle completed surveys. Completed surveys were to be placed directly into the data collection boxes by the participants. The survey was a voluntary, self-administered questionnaire distributed to a convenience sample of WIC participants who spoke specific languages. Some illiterate participants completed the surveys with the help of an interpreter. Each clinic mailed their completed surveys to the state office in the supplied data collection boxes by the end of October 2006.

Data Entry & Analysis

Data entry was conducted by WIC and Nutrition Services. Data was entered into a Microsoft Access database that was converted into an SPSS® 12.0 for Windows file. The consultant cleaned the data and conducted a nominal descriptive analysis of the data using SPSS®. A chi-square analysis was used to determine statistical significance between English Language Surveys and Non-English Language Surveys. Statistically significant differences between the two groups are noted with asterisks in graphs. The level of statistical significance can be found in the corresponding charts located in Appendix D.

IV. Results

The local agency response rate was 94.1% (16) as one agency's box was lost in the mail. Survey response rate was 50.5%; 575 of the 1132 surveys sent to the agencies were returned. Please refer to Table 2 below for the distribution of completed surveys by language. All 16 WIC agencies collected English and Spanish surveys, signifying a considerable Spanish speaking population. The Arabic, Chinese, Hindi, Somali, Spanish, Ukrainian, Urdu and Vietnamese survey participants were predominately from Kansas City and St. Louis, the major urban centers of Missouri. Appendix C contains a complete list of participating local WIC agencies, their district, and the specific language surveys returned. As discussed in the next section, the vast majority of people who completed an English Language Survey spoke English as their first language, and the vast majority of people who completed a Non-English Language Survey were not native English speakers. Thus, throughout the remainder of the report those who completed an English survey will be referred to as "native English speaking participants," and those who completed a survey in another language will be referred to as "non-native English speaking participants".

Table 2. Distribution of completed surveys by language

Language	Percent	Sample size	Language	Percent	Sample size
English	37.0%	213	Arabic	5.6%	32
Spanish	23.1%	133	Ukrainian	2.6%	15
Somali	10.6%	61	Chinese	1.9%	11
Bosnian	9.0%	52	Urdu	1.2%	7
Vietnamese	8.2%	47	Hindi	0.3%	2
Total number of surveys:					575

Limitations

There were several limitations to this evaluation. The most significant limitation was the lack of information regarding the race and ethnicity of WIC participants. Without reliable background data it was difficult to determine the sample size to assure adequate representation of each group. Thus, it was necessary to rely on estimates from local agencies. There was some confusion among WIC agencies about the wording of the follow-up survey that was sent in March 2006. During the data collection period, several agencies revealed that their estimates of the number of participants speaking specific languages was based on past and present caseload, not just current participants, which resulted in an overestimation of the number of participants who spoke certain languages, specifically Chinese, Ukrainian, Urdu, and Hindi.

The state office was very thorough with translations; however, some of the participants spoke different dialects than presented in the translated surveys. Specific languages mentioned were Arabic and Chinese. Local agencies reported that the survey was time consuming to complete, even more so for those clients who were illiterate and completed the survey with the help of interpreters. Two months were allotted for data collection; however, many agencies thought they could have collected more surveys if given more time, preferably six months.

Participants are recertified every six months. The time period of two months was chosen to coincide with the distribution of vouchers every other month. Due to time constraints, a longer data collection period was not feasible.

Generalizability of the data is uncertain, especially for the language groups with sample sizes less than 30: Ukrainian, Chinese, Urdu and Hindi. Without comparison data for the races and ethnicities served by WIC, it is impossible to determine if the data is representative. It should be noted that most of the surveys completed by the Somalians had very similar answers. The consultant verified that the surveys were completed by each participant with the help of an experienced, native speaking interpreter; however, the high prevalence of nearly identical responses is curious. Finally, the data may reflect a favorable response bias. Although the word “confidential” was written across the top of the surveys in the appropriate language and participants were told that participating in the survey would not affect the services they receive, participants may have marked more favorable answers. Despite the lengthy list of limitations, most of which are a result of insufficient information, the efforts of the state WIC office to provide more culturally appropriate services should be commended.

V. Findings & Discussion

Results from the analysis of the English Language Surveys and Non-English Language Surveys are discussed in this section. Tabular data for the graphs presented in this section are listed in Appendix D. Topics were determined to be “areas for improvement” if more than 20% of participants chose the less positive responses, such as “somewhat helpful” or “not helpful”. Results for the Ukrainian, Chinese, Urdu, and Hindi surveys are discussed only in the section on Participation, Culture and Language; there is a need for language services even if one participant cannot speak English. The results for these groups are not included in the remaining sections because the sample sizes are too small to conduct a meaningful analysis of these groups individually. Data was also analyzed by individual language surveys. Tables and graphs with information about individual language results are available in Appendix E.

The results were organized by question and research topic and are not presented in chronological order. Research topics will be discussed in the following order:

- Participation, Culture & Language
- Program Awareness
- Application & Education Processes
- Forms & Literature
- WIC Staff & WIC Vendors
- Overall Satisfaction

PARTICIPATION, CULTURE & LANGUAGE

LEGEND:

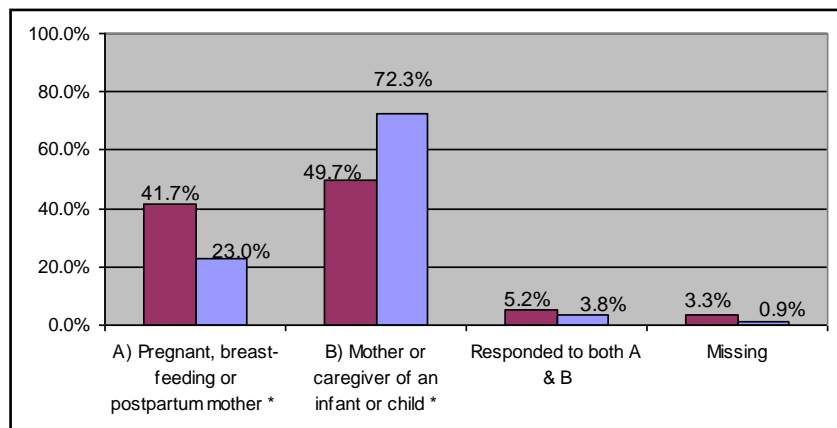
Non-English Language Surveys

English Language Surveys

Question: I am a:

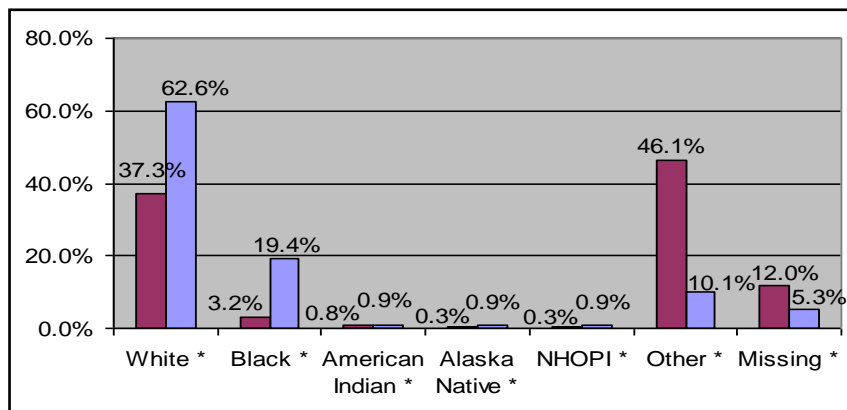
More than half of all participants (59.5%) said they were the mother or caregiver of an infant or child on WIC and 35.7% of participants were women who were either pregnant, breastfeeding or postpartum. Very few (4.8%) participants indicated that they were both a direct recipient of WIC services, as well as the mother or caregiver of a child or infant on WIC.

There were significant differences between categories of participation among the two groups. While program participation for non-native English speaking participants is almost evenly split between the two categories (41.7% and 49.7%, respectively), the majority (72.3%) of native English speaking participants is a mother or caregiver of an infant or child.



Question: Check the race or ethnicity that you most strongly identify with:

Almost half (46.1%) of non-native English speaking participants identified their race or ethnicity as “other” than the categories listed. Participants who completed the Bosnian, Ukrainian, and Hindi surveys identified themselves as “white”.



Question: My Country of origin is:

Participants listed 29 different countries, other than the United States, as their country of origin. A person’s cultural group can be defined by many attributes, one of which may be country of origin. For languages spoken by the people of from more than one country, such as Spanish or Arabic, it is important to recognize that cultural traditions will vary from country to country. Accordingly, Missouri WIC serves a minimum of 29 different cultures. Understanding the cultural backgrounds of their participants will assist Missouri WIC in meeting the diverse needs of their participants.

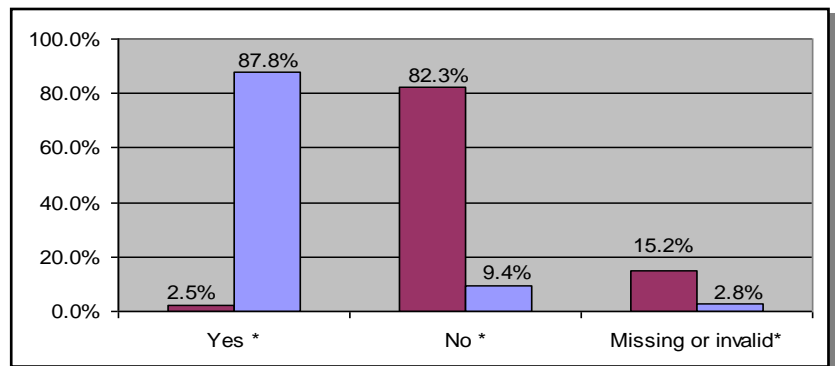
Twenty-two participants immigrated to the United States, yet chose to complete the survey in English. There are many possible reasons. Perhaps the survey was not translated into their particular dialect and it was therefore easier to complete the English survey, or perhaps it symbolizes the extent to which they have chosen to acculturate. Alternatively, choosing to complete the survey in English may attest to their level of education or the length of time they have lived in the United States.

Table 3. Countries of Origin (and number of persons) by Language of Survey Completed

Language of Survey	Countries of Origin (n)	Language of Survey	Countries of Origin (n)
English	United States (210), Mexico (3) Russia (3), Bosnia (1), Dominican Republic (1), Ecuador (1), Liberia (1), Pakistan (1), Romania (1), Russia (1), Somali (1), Virgin Islands (1)	Arabic	Palestine (7), Other (7), Sudan (6), Algeria (2), Oman (2), Morocco (2), Somalia (2), Jordan (1), Qatar (1), Egypt (1), Israel (1), Lebanon (1)
Spanish	Mexico (105), United States (9), Guatemala (7), Honduras (4), Ecuador (3), Cuba (1), Paraguay (1), Other (1)	Ukrainian	Ukrainian (14), Other (2), United States (1)
Somali	Somalia (61)	Chinese	China (7), Vietnam (2), Malaysia (1) , Taiwan (1)
Bosnian	Bosnia (52)	Urdu	Pakistan (6), India (1)
Vietnamese	Vietnam (42), United States (2), Other(1)	Hindi	Guyana (2)

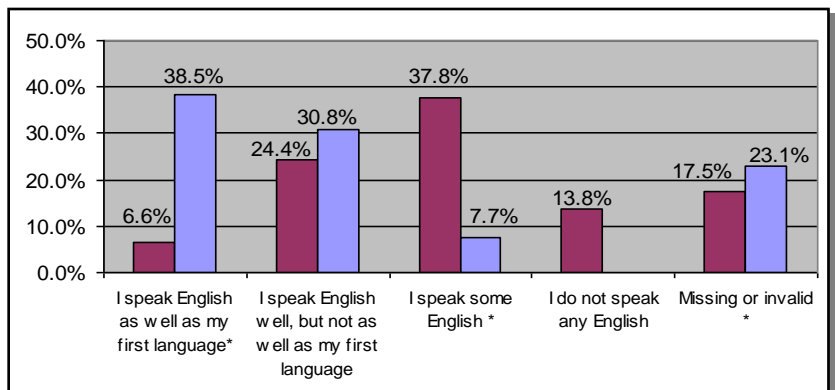
Question: Is English your first language?

Very few (2.5%) of the participants who completed a Non-English Language Survey said English was their first language. Data from individual language surveys showed that 6.3% of those who completed surveys in Arabic, 3.5% of those who completed surveys in Somali, and 2.1% of those who completed surveys in Vietnamese are bilingual. The majority (82.3%) of participants who completed a Non-English Language Survey speak a language other than English as their first language.



Question: How well do you speak English?

This question was to be answered by only those participants who said that English was not their first language. The 6.6% of non-native English speaking participants that said they are bilingual completed surveys in every language except for Hindi. Almost a quarter (24.4%) of non-native English speaking participants said they speak English well, but not as well as their first language. Data from individual language surveys showed that 61.5% of those who

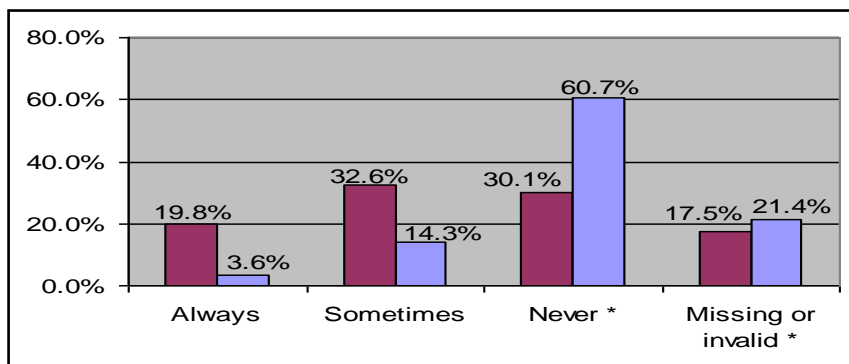


completed surveys in Bosnians, 43.3% of those who completed surveys in Arabic Survey, and 36.4% of those who completed surveys in Chinese were part of the “speak English well” category. One third (33.3%) of those who completed a Spanish survey and 6.5% of those who completed a Vietnamese survey were among the 13.8% non-native English speaking participants that said they “do not speak any English”.

Question: How often do you need a translator when you come to the WIC office?

The data clearly shows the importance of being prepared to provide language services. More than half (52.4%) of non-native English speaking participants indicated that they “sometimes” or “always” need language services. Almost half (46.8%) of those participants who completed a Vietnamese survey and 20% of those who completed a Ukrainian survey said they “sometimes” need language services. One third (33.3%) of those participants who completed a Spanish survey and 28.6% of those who completed an Urdu survey said that they “always” need language services.

Although slightly less than one-third (30.1%) of non-native English speaking participants said that they never need language services, local agencies have anecdotally reported that many of their participants bring family members to act as interpreters. It is possible that some of the participants who answered “sometimes” or “never” may use family or friends as their interpreter, rather than an interpreter provided by the local WIC agency. It is also possible that the term “translator” caused confusion. Even though “translator” and “interpreter” are used interchangeably, they have different meanings. Translators interpret written text from one language to another and interpreters translate orally. The question should have used the word “interpreter” rather than “translator”.



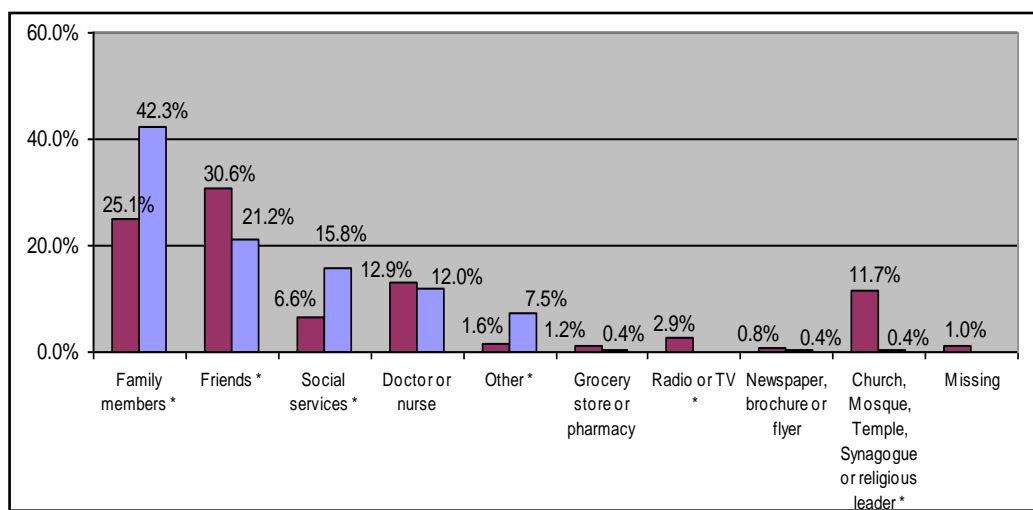
PROGRAM AWARENESS

LEGEND:

- Non-English Language Surveys
- English Language Surveys

Question: How did you first find out about the WIC Program?

More non-native English speaking participants became aware of the WIC program through friends (30.6%), while most native English speakers became aware of WIC through family members. Social services and health care providers were important ways of finding out about WIC for both groups. The differences between non-native English speaking participants and



native English speaking participants were significant in all categories except “grocery store or pharmacy” and “newspaper, brochure or flyer”. One major difference between the groups is the proportion of non-native English speaking participants (11.7%) that heard about WIC through their religious community. This is predominately due to the responses of those who completed a Somali Survey; most (85.2%) of them selected “church, mosque, temple, synagogue or religious leader”. Very few (0.4%) of native English speakers became aware of the WIC program by this source. The data suggests working with the religious leaders within the cultural communities may increase awareness of the WIC program for specific cultural groups, namely, Somalians. Working with the religious community may be beneficial in other ways as well. It may also build trust, thus improving the relationship between certain cultural groups and the local agencies.

APPLICATION & EDUCATION PROCESSES

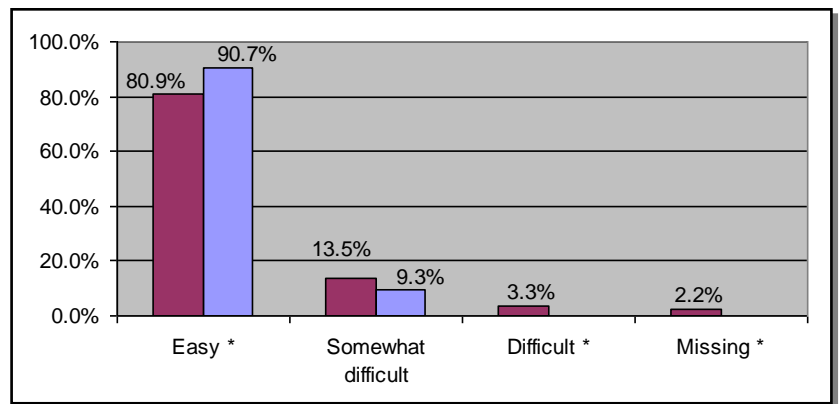
LEGEND

■ Non-English Language Surveys
■ English Language Surveys

Question: How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

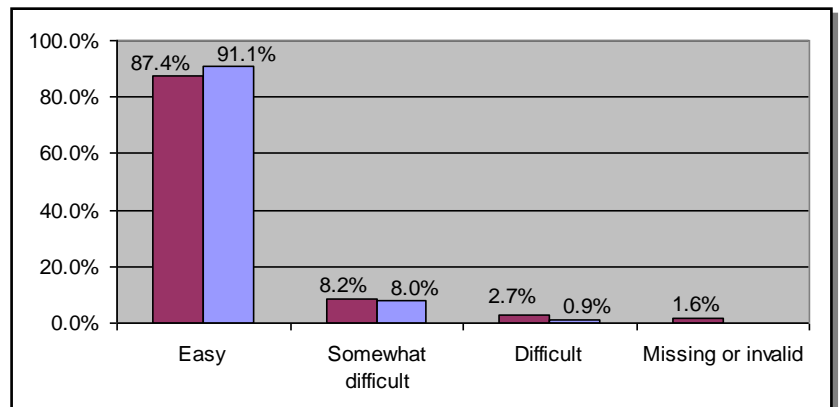
The majority of both groups scored the application process positively, although the proportion of non-native English speaking participants (80.9%) that perceived the application process as “easy” was significantly less than the proportion of native English speaking participants (90.7%). More than 20% of participants who completed Spanish surveys (23.7%), Bosnian surveys (25.0%), and Arabic surveys (21.9%) described the process as “somewhat difficult” or “difficult”.

Factors contributing to the perceived difficulty, including those who described the process as “somewhat difficult”, may relate to the length of the process and language difficulties.



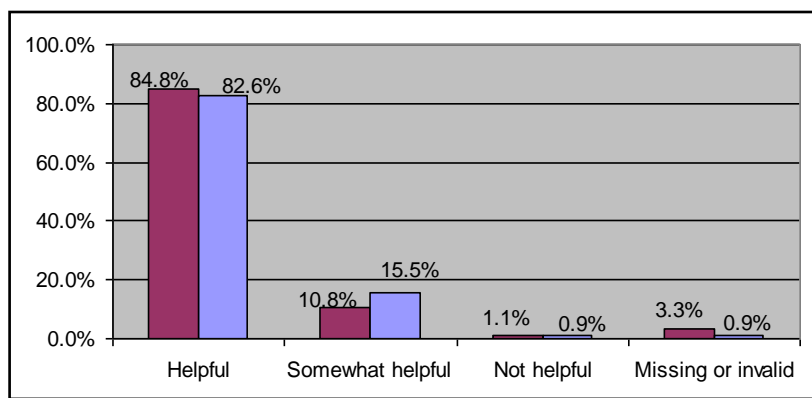
Question: How would you describe having height, weight and blood samples taken?

Most non-native English speaking participants (87.4%) and native English speaking participants (91.1%) described the health assessment process as “easy”. Very few (2.7% and 0.9%, respectively) of participants from both groups perceived the health assessment process as “somewhat difficult” or “difficult”. None of the results were significantly different between the two groups.



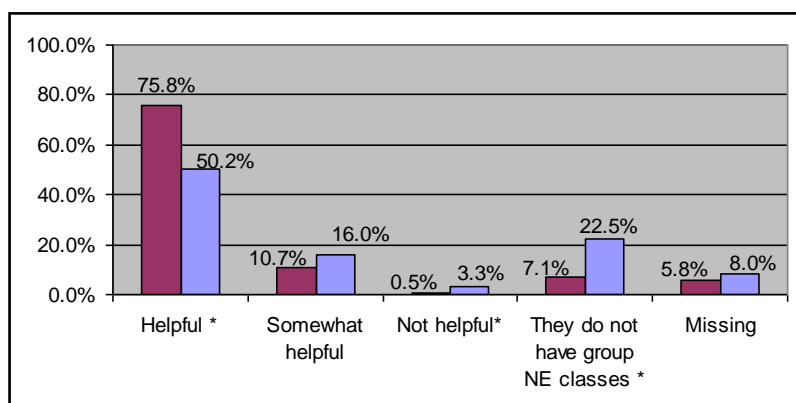
Question: How would you describe your first meeting with the nutritionist?

The vehicle for nutrition education varies across local agencies. Local agencies can provide one-on-one meetings with nutritionists or group nutrition education classes, and some provide both individual nutrition counseling and group nutrition education. All participants who are new to the WIC program will have an individual nutrition counseling session with a nutritionist, regardless of the type of nutrition education offered. Most non-native English speaking participants (84.8%) and native English speaking participants (82.6%) described their first meeting with the nutritionist as “helpful”. Very few (1.1% and 0.9% respectively) perceived the meeting with the nutritionist as “not helpful”. The results were not significantly different between non-native English speaking participants and native English speaking participants.



Question: How would you describe the group nutrition education (NE) classes at this WIC office?

Overall, non-native English speaking participants have a more positive perception of group nutrition education classes than native English speaking participants. Significantly more non-native English speaking participants (75.8%) than native English speaking participants (50.2%) described the group nutrition education classes as helpful. Additional research may be useful in determining ways to improve the perception of group nutrition education classes. It is interesting that significantly more native English speaking participants (22.5%) indicated that group nutrition education classes are not offered at their WIC clinic. Some of those who selected this category may attend clinics that offer group nutrition education classes as well as individual nutrition counseling. Presented with a choice, they may choose to have individual nutrition counseling rather than group nutrition education classes. An additional category of “I do not attend group NE classes” would have resolved the issue.



FORMS & LITERATURE

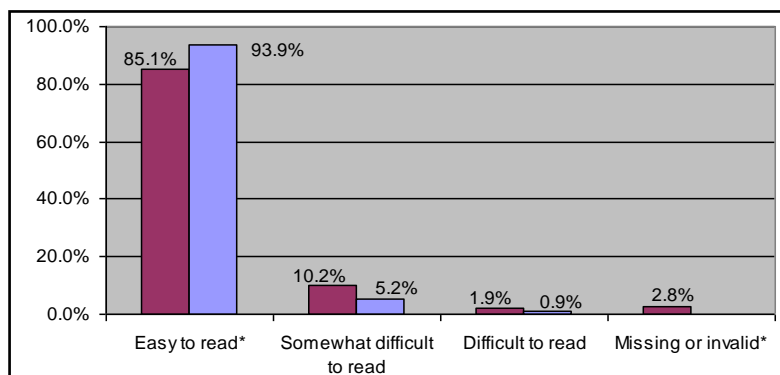
LEGEND:

Non-English Language Surveys

English Language Surveys

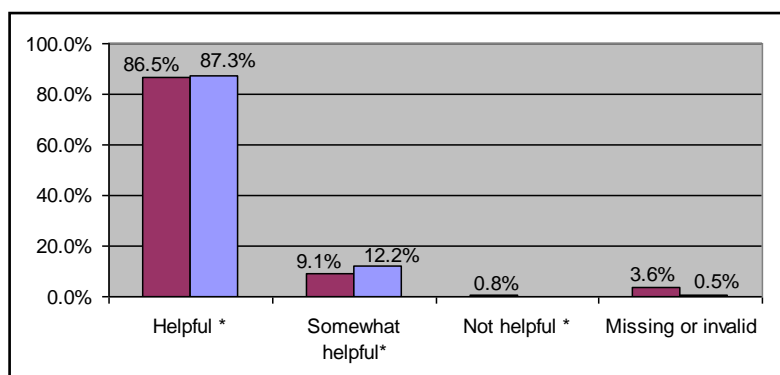
Question: The brochures and handouts on nutrition are:

Significantly fewer non-native English speaking participants (85.1%) than native English speaking participants (93.9%) perceived the nutrition education materials as “easy to read”. More than a quarter (28.2%) of those who completed an Arabic survey said the materials are “somewhat difficult to read” or “difficult to read”. None of the questions addressed literacy directly. It possible that the difficulties are due to a lack of translated materials, poor translations, or low levels of literacy. Since very few non-native English speaking participants (1.9%) and native English speaking participants (0.9%) said the nutrition education materials are “difficult to read”, the materials are appropriate for the majority of WIC participants.



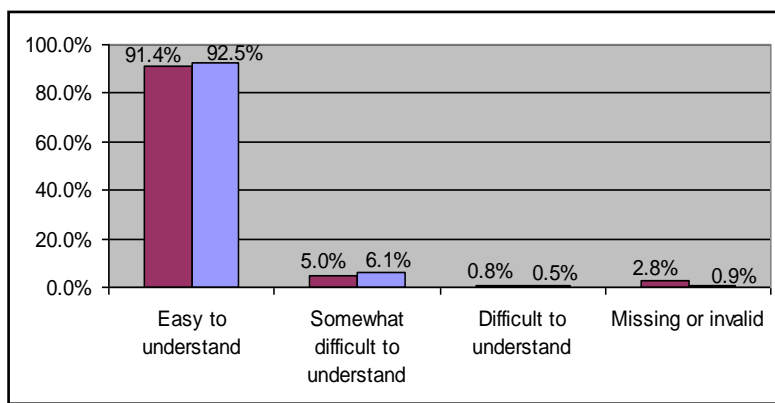
Question: The information in the brochures and handouts on nutrition is:

The nutrition education materials are not only easy to read, but also informative. Most non-native English speaking participants (86.5%) and native English speaking participants (87.3%) perceived the information contained in the nutrition education materials as “helpful”. The difference between the two groups was significant. Very few (0.8%) of non-native English speaking participants described the materials as “not helpful”. Very few (0.5%) of native English speaking participants described the materials as “not helpful”.



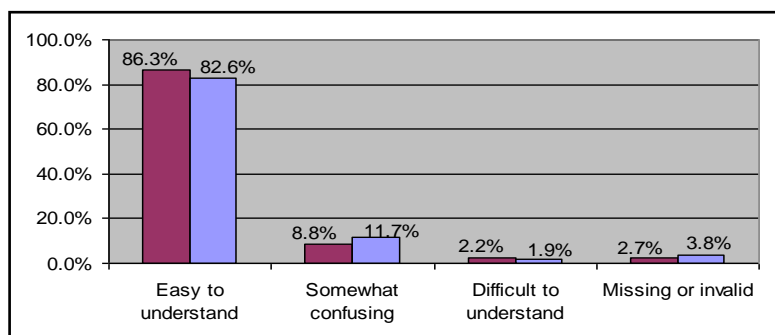
Question: The WIC food list with pictures is:

The pictorial WIC food list was created to assist low-English proficiency participants in identifying WIC approved foods. A vast majority (91.4% and 93.5%, respectively) of the participants from both groups said the pictorial food list is “easy to understand”. Less than one percent from each group said the list is “difficult to understand”. None of the results were significantly different between the two groups.



Question: The diet sheets that you take home or fill out at the WIC office are:

WIC participants are asked to complete food frequency questionnaires as part of the certification and recertification process. Most of the non-native English speaking participants (86.3%) and the native English speaking participants (82.6%) perceive the forms as “easy to understand”. The results were not significantly different between non-native English speaking participants and native English speaking participants.



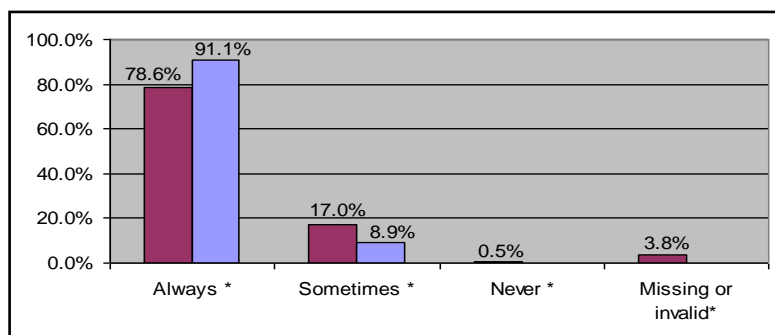
WIC STAFF & WIC VENDORS

LEGEND:

- Non-English Language Surveys
- English Language Surveys

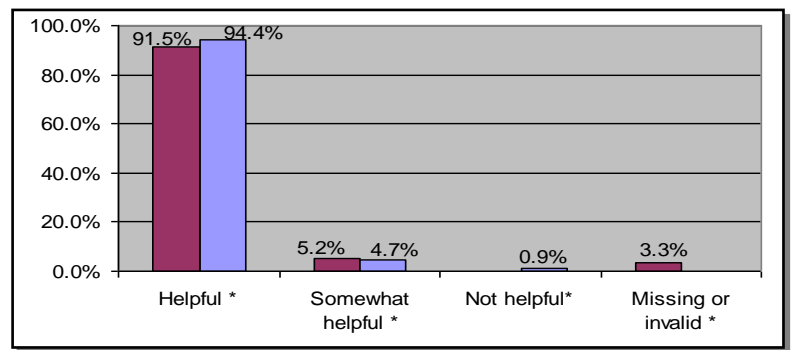
Question: The clerk or receptionist at this WIC office uses words that I can understand:

Most of the non-native English speaking participants (78.6%) said that they could “always” understand the language used by the WIC support staff. This was significantly lower than the 91.1% of native English speaking participants who responded the same. The proportion of non-native English speaking participants (17.0%) who said that WIC support staff “sometimes” used confusing language was significantly higher than the 8.9% of native English language speaking participants. More than 20% (21.4%) of those who completed a Spanish survey responded “sometimes” or “never” to this question. If a participant’s level of English proficiency is unknown, it is better to speak slowly and without using jargon.



Question: The clerk or receptionist at the WIC front desk is:

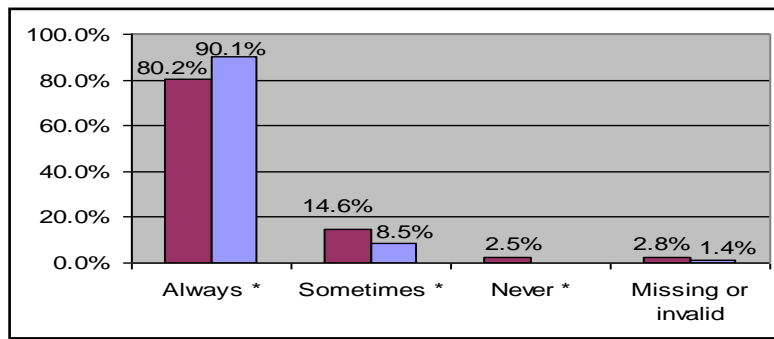
The vast majority of non-native English speaking participants (91.5%) and native English speaking participants (94.4%) said the WIC support staff is “helpful”. While none of the non-native English speaking participants described WIC support staff as “not helpful”, 0.9% of native English speaking participants did. The differences between both groups for all categories were significant.



Question: The nutritionist and nurses at this WIC office use words that I can understand:

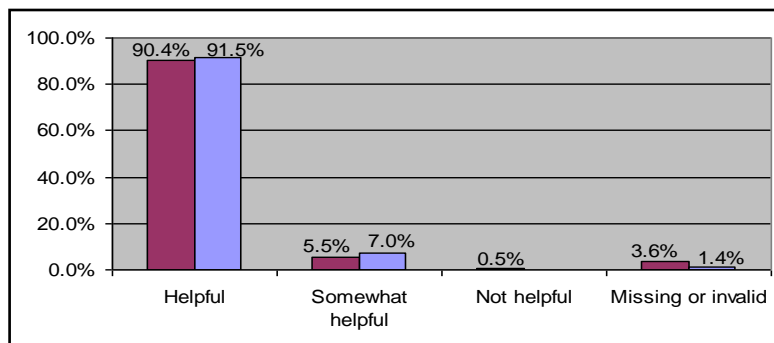
Nutritionists and nurses are using words and phrases that most non-native English speaking participants (80.2%) “always” understand. More than a quarter (25.7%) of those who completed a Spanish survey and 21.9% of those who completed an Arabic survey responded “sometimes” or “never” to this question.

Given the large Spanish speaking population in WIC, it may be beneficial to provide brief Spanish language training on WIC specific words and basic nutrition language. In addition to speaking slowly and not using jargon, it is also important to explain important concepts. An affirmative response to “Do you understand this?” may simply be an acknowledgement that someone is speaking, rather than a confirmation of comprehension. The differences between both groups for all categories were significant.



Question: The nutritionist and nurses at this WIC office are:

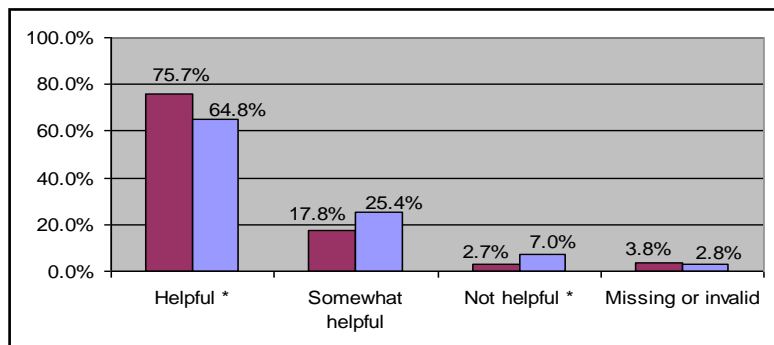
Most of the non-native English speaking participants (90.4%) and the native English speaking participants (91.5%) said the nutritionists and nurses were helpful. Only 0.5% of the non-native English speaking participants perceived the nutritionist and nurses to be “not helpful”.



Question: The cashiers at the WIC grocery store or pharmacy are:

Although significantly more non-native English speaking participants (75.7%) than native English speaking participants (64.0%) perceived the cashiers at WIC vendors to be more helpful, more than 20% of participants from each group (20.5% and 32.4%, respectively) described cashiers at WIC vendors as “somewhat helpful” or “not helpful”.

Specifically, 32.6% of those who completed a Spanish survey and 21.9% of those who completed an Arabic survey described service as less than optimal. Additional research may uncover the underlying reasons for the mediocre responses.



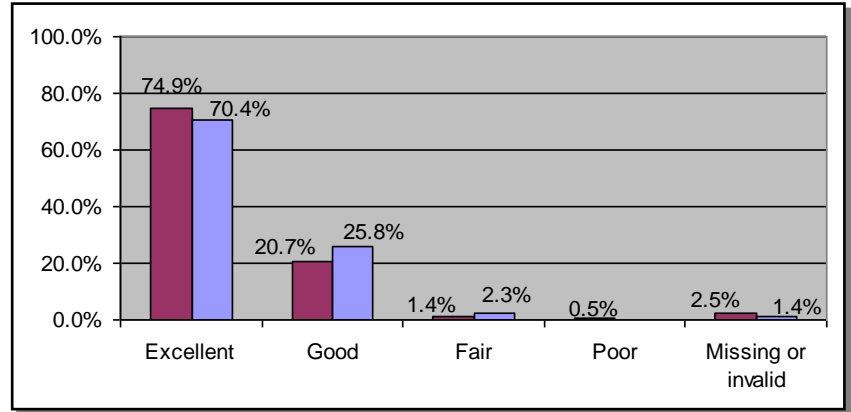
OVERALL SATISFACTION

LEGEND:

- Non-English Language Surveys
- English Language Surveys

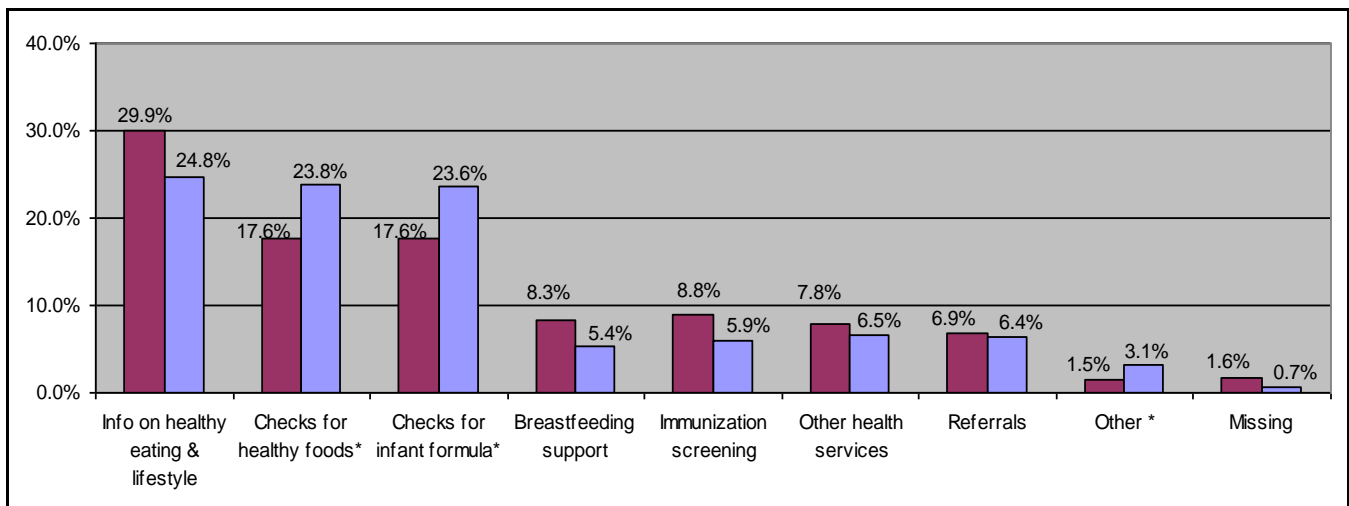
Question: How would you rate the services you receive from the WIC program?

Given the large proportion of positive responses reported in the previous sections, it is not surprising that almost all of the participants from both groups described the services they receive from the WIC program as either “excellent” or “good”. Very few of the non-native English speaking participants (1.4%) and the native English speaking participants (2.3%) said their services from WIC were “fair”. Only 0.5% of non-native English speaking participants ranked their WIC services as “poor”. The results were not significantly different between non-native English speaking participants and native English speaking participants.



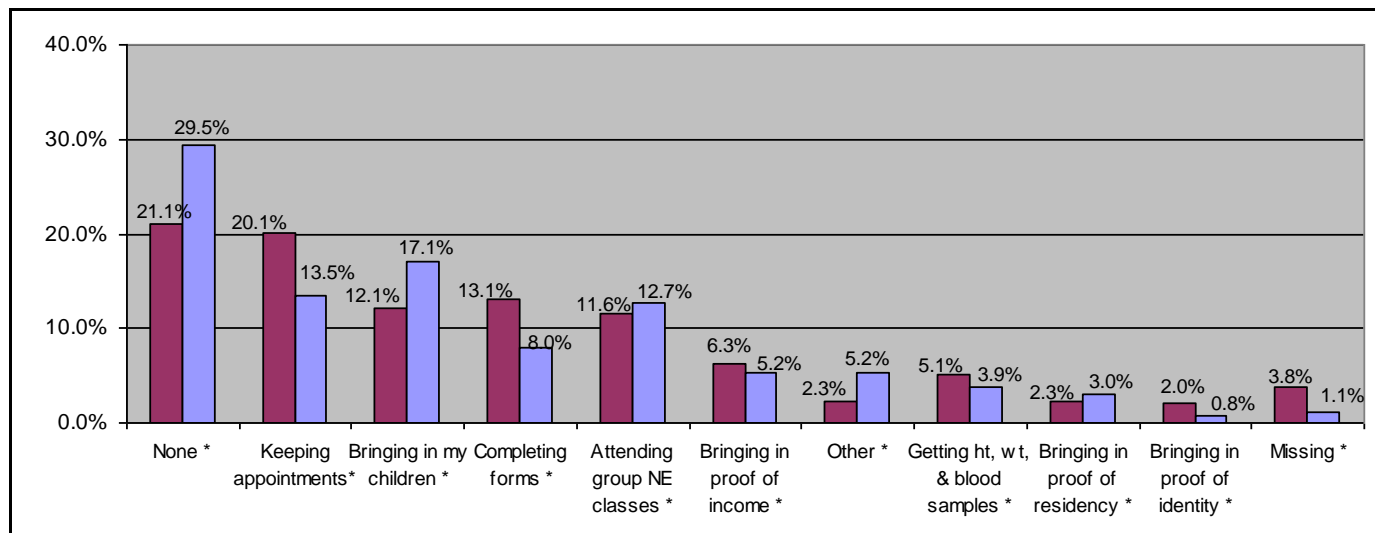
Question: Which three things do you like most about the WIC program?

Participants from both groups most often chose “information on health eating and lifestyle”, “checks for health foods”, and “checks for infant formula” as the three things that they like most about the WIC program. The proportion of responses from native English speaking participants for the first three categories was almost evenly distributed – 24.8%, 23.8% and 23.6%, respectively. However, a greater proportion of non-native English speaking participants chose “information on health eating and lifestyle” (29.9%) than “checks for health foods” (17.6%) or “checks for infant formula” (17.6%). The differences between both groups for these three categories were significant. Since non-native English speaking participants are most interested in nutrition education, it is imperative that nutritionists and nurses are able to communicate effectively with non-native English speaking participants. This is especially true for those participants with low literacy levels. The nutrition education materials should be evaluated or re-evaluated for their readability and cultural appropriateness.



Question: Which three of the following WIC requirements are the hardest for you?

Less than a quarter (21.1%) of non-native English speaking participants and 29.5% of native English speaking participants said that none of the listed requirements were difficult to fulfill. The two other most frequently chosen responses were “keeping appointments” and “bringing in my children”. More non-native English speaking participants (20.1%) chose “keeping appointments” than native English speaking participants (13.5%) and more native English speaking participants (17.1%) chose “bringing in my children” than non-native English speaking participants (12.1%). Differences between groups for all categories were significant.



VI. Recommendations

Non-native English speaking participants and native English speaking participants are very satisfied with most aspects of the WIC program. The following recommendations for the WIC program are based on survey data and analysis:

- **Conduct additional research:** Group nutrition education classes and WIC vendors were perceived as “somewhat helpful” or “not helpful” by at least 20% of non-native English speaking participants and native English speaking participants. Focus groups with participants or key in-depth interviews with WIC vendors may provide insight for ways to improve these aspects of the WIC program.
- **Ensure local agencies are prepared to provide language assistance to WIC participants:** It is important to have language services available for those participants who “sometimes” or “always” need an interpreter. Data suggests that some participants have difficulties communicating with WIC staff and may also have difficulties with written documents. If hiring a bilingual staff member is not feasible, over the phone interpretation services may serve as an attractive alternative (the State has a contract with CTS Language Link, which provides such services at a low rate).
- **Provide Spanish language training for WIC staff:** Given the large Spanish speaking population served by WIC, it may be beneficial to provide brief Spanish language training on words or phrases specific to WIC.

- **Review nutrition education material for non-native English speaking participants:** More than 20% of those who completed an Arabic survey said that the nutrition education materials are “somewhat difficult to read” or “difficult to read”. It is possible that difficulties are due to a lack of translated materials, poor translations, or low literacy levels.
- **Collect data on race, ethnicity, and primary language:** If the data already exists, then it would be beneficial if this information could be easily accessed and shared among members of the WIC state office. If data on primary language and dialect is not currently collected, Missouri WIC may want to consider adding these categories when the current data collection system is changed.

VII. References

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Appendix A: Mother-Caregiver Satisfaction Survey Instrument - English

Missouri WIC Mother-Caregiver Satisfaction Survey – **English - Confidential**

Please help us! We would like to know about your experience at WIC offices, grocery stores, and pharmacies so that we can improve our services to you. Thank you for taking the time to fill out this survey! Please **check only one box** for each question.

1. I am a:
 - ☐ Pregnant, breastfeeding or postpartum mother on the WIC program
 - ☐ Mother or caregiver of an infant or child on the WIC program
2. How did you **first** find out about the WIC Program?
 - ☐ Family members
 - ☐ Friends
 - ☐ Grocery store or pharmacy
 - ☐ Radio or TV
 - ☐ Newspaper, brochure or flyer
 - ☐ Social services (Medicaid, Food Stamps, TANF, Social Security, food pantry)
 - ☐ Church, Mosque, Temple, Synagogue or religious leader
 - ☐ Doctor or nurse
 - ☐ Other
3. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?
 - ☐ Easy
 - ☐ Somewhat difficult
 - ☐ Difficult
4. How would you describe having height, weight and blood samples taken?
 - ☐ Easy
 - ☐ Somewhat difficult
 - ☐ Difficult
5. How would you describe your first meeting with the nutritionist?
 - ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
6. How would you describe the group nutrition education classes at this WIC office?
 - ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
 - ☐ They do not have group nutrition education classes



Missouri WIC Mother-Caregiver Satisfaction Survey – **English - Confidential**

7. The brochures and handouts on nutrition are:
- ☐ Easy to read
 - ☐ Somewhat difficult to read
 - ☐ Difficult to read
8. The information in the brochures and handouts on nutrition are:
- ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
9. The WIC food list with pictures is:
- ☐ Easy to understand
 - ☐ Somewhat difficult to understand
 - ☐ Difficult to understand
10. The diet sheets that you take home or fill out at the WIC office are:
- ☐ Easy to understand
 - ☐ Somewhat confusing
 - ☐ Difficult to understand
11. The **clerk or receptionist** at this WIC office use words that I understand:
- ☐ Always
 - ☐ Sometimes
 - ☐ Never
12. The **clerk or receptionist** at the WIC front desk is:
- ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
13. The **nutritionists and nurses** at this WIC office are:
- ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
14. The **nutritionists and nurses** at this WIC office use words that I understand:
- ☐ Always
 - ☐ Sometimes
 - ☐ Never



Missouri WIC Mother-Caregiver Satisfaction Survey – **English - Confidential**

15. The cashiers at the WIC grocery store or pharmacy are:
- ☐ Helpful
 - ☐ Somewhat helpful
 - ☐ Not helpful
16. How would you rate the services you receive from the WIC program?
- ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor
17. Which **three** things do you like most about the WIC program?
- ☐ Information on healthy eating and lifestyle choices
 - ☐ Checks for healthy foods
 - ☐ Checks for infant formula
 - ☐ Breastfeeding support
 - ☐ Immunization screening
 - ☐ Other health services (testing for anemia, family planning)
 - ☐ Referrals to health, welfare, and social service programs
 - ☐ Other
18. Which **three** of the following WIC requirements are the hardest for you?
- ☐ Keeping appointments
 - ☐ Completing forms
 - ☐ Getting height, weight, and blood samples
 - ☐ Attending group nutrition education classes
 - ☐ Bringing in proof of income
 - ☐ Bringing in proof of identity
 - ☐ Bringing in proof of residency
 - ☐ Bringing in my children
 - ☐ Other
 - ☐ None
19. Is English your **first** language?
- ☐ Yes (If yes, please skip to question # 22)
 - ☐ No



Missouri WIC Mother-Caregiver Satisfaction Survey – **English - Confidential**

20. How well do you speak English?
- ☐ I speak English just as well as my first language
 - ☐ I speak English well, but not as well as my first language
 - ☐ I speak some English
 - ☐ I do not speak any English
21. How often do you need a translator when you come to the WIC office?
- ☐ Always
 - ☐ Sometimes
 - ☐ Never
22. Check the race or ethnicity that you most strongly identify with.
- ☐ White
 - ☐ Black
 - ☐ American Indian
 - ☐ Alaska Native
 - ☐ Native Hawaiian and other Pacific Islanders
 - ☐ Other (Hispanic Latino, Asian, African, Middle Eastern or any other race or ethnicity not listed above)
23. My county of origin is:
- ☐ United States
 - ☐ Other (please write in the name of your country): _____

Thank You So Much For Completing This Survey
Please fold your survey and place it in the box at the



Appendix B: Country of Origin Inserts by Language for Question 23

Country of Origin Inserts by Language for Question 23

As shown in the previous appendix, Question 23 is: “My country of origin is”. A list of choices follows and the participant chooses one. The choices were different for each language.

1. Spanish:

- | | | |
|---|--|--|
| <input type="checkbox"/> Cuba | <input type="checkbox"/> Bolivia | <input type="checkbox"/> Nicaragua |
| <input type="checkbox"/> Dominican Republic | <input type="checkbox"/> Argentina | <input type="checkbox"/> Panama |
| <input type="checkbox"/> Uruguay | <input type="checkbox"/> Ecuador | <input type="checkbox"/> Paraguay |
| <input type="checkbox"/> Venezuela | <input type="checkbox"/> El Salvador | <input type="checkbox"/> Peru |
| <input type="checkbox"/> Costa Rica | <input type="checkbox"/> Equatorial Guinea | <input type="checkbox"/> Trinidad and Tobago |
| <input type="checkbox"/> Columbia | <input type="checkbox"/> Guatemala | <input type="checkbox"/> United States |
| <input type="checkbox"/> Chile | <input type="checkbox"/> Honduras | <input type="checkbox"/> Other |
| <input type="checkbox"/> Brazil | <input type="checkbox"/> Mexico | |

2. Bosnian:

- ☐ Bosnia
- ☐ United States
- ☐ Other

3. Somalia:

- ☐ Somalia
- ☐ Djibouti
- ☐ United States
- ☐ Other

4. Arabic:

- | | | |
|---|---------------------------------------|--|
| <input type="checkbox"/> Algeria | <input type="checkbox"/> Saudi Arabia | <input type="checkbox"/> Israel |
| <input type="checkbox"/> Bahrain | <input type="checkbox"/> Somalia | <input type="checkbox"/> Jordan |
| <input type="checkbox"/> Chad | <input type="checkbox"/> Tanzania | <input type="checkbox"/> Lebanon |
| <input type="checkbox"/> Comoros | <input type="checkbox"/> Syria | <input type="checkbox"/> Libya |
| <input type="checkbox"/> Tunisia | <input type="checkbox"/> Oman | <input type="checkbox"/> Mauritania |
| <input type="checkbox"/> Turkey | <input type="checkbox"/> Palestine | <input type="checkbox"/> Morocco |
| <input type="checkbox"/> Uganda | <input type="checkbox"/> Qatar | <input type="checkbox"/> Eritrea |
| <input type="checkbox"/> United Arab Emirates | <input type="checkbox"/> Sudan | <input type="checkbox"/> United States |
| <input type="checkbox"/> Djibouti | <input type="checkbox"/> Egypt | <input type="checkbox"/> Other |
| <input type="checkbox"/> Ethiopia | <input type="checkbox"/> Iran | |

5. Vietnamese:

- ☐ Vietnam
- ☐ United States
- ☐ Other

6. Chinese:

- ☐ China
- ☐ Taiwan
- ☐ Singapore
- ☐ Vietnam
- ☐ Malaysia
- ☐ Brunei
- ☐ United States
- ☐ Other

7. Ukrainian:

- ☐ The Ukraine
- ☐ United States
- ☐ Other

8. Hindi:

- ☐ India
- ☐ Guyana
- ☐ Mauritius
- ☐ Trinidad and Tabago
- ☐ United Arab Emirates
- ☐ United States
- ☐ Other

9. Punjabi:

- ☐ Pakistan
- ☐ India
- ☐ Malaysia
- ☐ Trinidad and Tabago
- ☐ United Arab Emirates
- ☐ United States
- ☐ Other

Appendix C: List of Participating Local WIC Agencies and the Language of Surveys Returned

List of Participating Local WIC Agencies and the Language of Surveys Returned

Local WIC Agency	City	District	Language Surveys Returned
St. Joseph/Buchanan County Health Dept.	St. Joseph	Northwestern	English, Spanish
Sullivan County Health Dept.	Milan	Northeastern	English, Spanish
Pettis County Health Center	Sedalia	Central	English, Spanish, Ukrainian
Northeast Community Action Corp	Warrenton	Central	English, Spanish
Cape Girardeau County Health Dept.	Cape Girardeau	Southeastern	English, Spanish
Scott County Health Dept.	Sikeston	Southeastern	English, Spanish
Springfield-Greene County Health Dept.	Springfield	Southwestern	English, Spanish
Joplin City Health Dept.	Joplin	Southwestern	English, Spanish
Clay County Health Center	Liberty	Northwestern	English, Spanish
Truman Medical Center - Lakewood	Kansas City	Northwestern	Arabic, Chinese, English, Somali, Spanish, Vietnamese
Crescent Clinic (Islamic Society of Greater KC)	Kansas City	Northwestern	
Samuel U. Rodgers Health Center, Inc.	Kansas City	Northwestern	
St. Charles County Dept. of Community Health	St. Charles	Eastern	English, Chinese, Spanish, Vietnamese
St. Louis Human Development Corp.	St. Louis	Eastern	Arabic, Bosnian, Chinese, English, Hindi, Spanish, Urdu, Vietnamese
Family Care Health Centers	St. Louis	Eastern	
St. Louis County Dept. of Health	St. Louis	Eastern	

Appendix D: Tabular Data for English Language Surveys and Non-English Language Surveys

PARTICIPATION, CULTURE & LANGUAGE

Note: n.s. is non-significant

Question 1. I am a:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
A) Pregnant, breast- feeding or postpartum mother on the WIC program	41.7% 151	23.0% 49	$p \leq .001$
B) Mother or caregiver of an infant or child on the WIC program	49.7% 180	72.3% 154	$p \leq .001$
Responded to both A & B	5.2% 19	3.8% 8	n.s.
Missing	3.3% 12	0.9% 2	n.s.
Totals	100.0% 362	100.0% 213	

Question 22. Check the race or ethnicity that you most strongly identify with:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
White	37.3% 140	62.6% 142	$p \leq .001$
Black	3.2% 12	19.4% 44	$p \leq .001$
American Indian	0.8% 3	0.9% 2	$p \leq .01$
Alaska Native	0.3% 1	0.9% 2	$p \leq .01$
Native Hawaiian and Other Pacific Islander (NHOPI)	0.3% 1	0.9% 2	$p \leq .01$
Other*	46.1% 173	10.1% 23	$p \leq .001$
Missing	12.0% 45	5.3% 12	$p \leq .01$
Totals	100.0% 375	100.0% 227	

Question 19. Is English your **first** language?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Yes (if yes, skip to question #22)	2.5% 9	87.8% 187	$p \leq .001$
No	82.3% 298	9.4% 20	$p \leq .001$
Missing or invalid	15.2% 55	2.8% 6	$p \leq .001$
Totals	100.0% 362	100.0% 213	

Question 20. How well do you speak English?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
I speak English as well as my first language	6.6% 23	38.5% 10	$p \leq .001$
I speak English well, but not as well as my first language	24.4% 85	30.8% 8	n.s.
I speak some English	37.8% 132	7.7% 2	$p \leq .01$
I do not speak any English	13.8% 48	0.0% 0	n.s.
Missing or invalid or invalid	17.5% 61	23.1% 6	n.s.
Totals	100.0% 349	100.0% 26	

Question 21. How often do you need a translator when you come to the WIC office?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Always	19.8% 71	3.6% 1	n.s.
Sometimes	32.6% 117	14.3% 4	n.s.
Never	30.1% 108	60.7% 17	$p \leq .01$
Missing or invalid	17.5% 63	21.4% 6	$p \leq .05$
Totals	100.0% 359	100.0% 28	

PROGRAM AWARENESS

Question 2. How did you **first** find out about the WIC Program?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Family members	25.1% 122	42.3% 102	$p \leq .001$
Friends	30.6% 149	21.2% 51	$p \leq .001$
Social Services*	6.6% 32	15.8% 38	$p \leq .01$
Doctor or nurse	12.9% 63	12.0% 29	n.s.
Other	1.6% 8	7.5% 18	$p \leq .001$
Grocery store or pharmacy	1.2% 6	0.4% 1	n.s.
Radio or TV	2.9% 14	0.0% 0	$p \leq .01$
Newspaper, brochure or flyer	0.8% 4	0.4% 1	n.s.
Church, Mosque, Temple, Synagogue or religious leader	11.7% 57	0.4% 1	$p \leq .001$
Missing	1.0% 5	0.0% 0	n.s.
Totals	100.0% 487	100.0% 241	

APPLICATION & CLINICAL PROCESSES

Question 3. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Easy	80.9% 293	90.7% 194	$p \leq .01$
Somewhat difficult	13.5% 49	9.3% 20	n.s.
Difficult	3.3% 12	0.0% 0	$p \leq .01$
Missing	2.2% 8	0.0% 0	$p \leq .05$
Totals	100.0% 362	100.0% 214	

Question 4. How would you describe having height, weight and blood samples taken?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Easy	87.4% 318	91.1% 194	n.s.
Somewhat difficult	8.2% 30	8.0% 17	n.s.
Difficult	2.7% 10	0.9% 2	n.s.
Missing or invalid	1.6% 6	0.0% 0	n.s.
Totals	100.0% 364	100.0% 213	

APPLICATION & EDUCATION PROCESSES

Question 5. How would you describe your first meeting with the nutritionist?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	84.8% 307	82.6% 176	n.s.
Somewhat helpful	10.8% 39	15.5% 33	n.s.
Not helpful	1.1% 4	0.9% 2	n.s.
Missing or invalid	3.3% 12	0.9% 2	n.s.
Totals	100.0% 362	100.0% 213	

Question 6. How would you describe the group nutrition education (NE) classes at this WIC office?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	75.8% 276	50.2% 107	$p \leq .001$
Somewhat helpful	10.7% 39	16.0% 34	n.s.
Not helpful	0.5% 2	3.3% 7	$p \leq .05$
They do not have group NE classes	7.1% 26	22.5% 48	$p \leq .001$
Missing	5.8% 21	8.0% 17	n.s.
Totals	100.0% 364	100.0% 213	

FORMS & LITERATURE

Question 7. The brochures and handouts on nutrition are:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Easy to read	85.1% 308	93.9% 200	$p \leq .01$
Somewhat difficult to read	10.2% 37	5.2% 11	n.s.
Difficult to read	1.9% 7	0.9% 2	n.s.
Missing or invalid	2.8% 10	0.0% 0	$p \leq .05$
Totals	100.0% 362	100.0% 213	

Question 8. The information in the brochures and handouts on nutrition are:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	86.5% 314	87.3% 186	$p \leq .05$
Somewhat helpful	9.1% 33	12.2% 26	$p \leq .05$
Not helpful	0.8% 3	0.0% 0	$p \leq .05$
Missing or invalid	3.6% 13	0.5% 1	n.s.
Totals	100.0% 363	100.0% 213	

Question 9. The WIC food list with pictures is:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Easy to understand	91.4% 331	92.5% 197	n.s.
Somewhat difficult to understand	5.0% 18	6.1% 13	n.s.
Difficult to understand	0.8% 3	0.5% 1	n.s.
Missing or invalid	2.8% 10	0.9% 2	n.s.
Totals	100.0% 362	100.0% 213	

Question 10. The diet sheets that you take home or fill out at the WIC office are:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Easy to understand	86.3% 314	82.6% 176	n.s.
Somewhat confusing	8.8% 32	11.7% 25	n.s.
Difficult to understand	2.2% 8	1.9% 4	n.s.
Missing or invalid	2.7% 10	3.8% 8	n.s.
Totals	100.0% 364	100.0% 213	

WIC STAFF & WIC VENDORS

Question 11. The **clerk or receptionist** at this WIC office use words that I can understand:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Always	78.6% 287	91.1% 194	$p \leq .001$
Sometimes	17.0% 62	8.9% 19	$p \leq .001$
Never	0.5% 2	0.0% 0	$p \leq .01$
Missing or invalid	3.8% 14	0.0% 0	$p \leq .05$
Totals	100.0% 365	100.0% 213	

Question 12. The **clerk or receptionist** at the WIC front desk is:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	91.5% 332	94.4% 201	$p \leq .05$
Somewhat helpful	5.2% 19	4.7% 10	$p \leq .05$
Not helpful	0.0% 0	0.9% 2	$p \leq .01$
Missing or invalid	3.3% 12	0.0% 0	$p \leq .05$
Totals	100.0% 363	100.0% 213	

Question 14. The **nutritionists and nurses** at this WIC office use words that I can understand:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Always	80.2% 291	90.1% 192	$p \leq .01$
Sometimes	14.6% 53	8.5% 18	$p \leq .05$
Never	2.5% 9	0.0% 0	$p \leq .05$
Missing or invalid	2.8% 10	1.4% 3	n.s.
Totals	100.0% 363	100.0% 213	

Question 13. The **nutritionist and nurses** at this WIC office are:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	90.4% 329	91.5% 195	n.s.
Somewhat helpful	5.5% 20	7.0% 15	n.s.
Not helpful	0.5% 2	0.0% 0	n.s.
Missing or invalid	3.6% 13	1.4% 3	n.s.
Totals	100.0% 364	100.0% 213	

Question 15. The cashiers at the WIC grocery store or pharmacy are:

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Helpful	75.7% 277	64.8% 138	$p \leq .01$
Somewhat helpful	17.8% 65	25.4% 54	n.s.
Not helpful	2.7% 10	7.0% 15	$p \leq .05$
Missing or invalid	3.8% 14	2.8% 6	n.s.
Totals	100.0% 366	100.0% 213	

OVERALL SATISFACTION

Question 16. How would you rate the services you receive from the WIC program?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Excellent	74.9% 275	70.4% 150	n.s.
Good	20.7% 76	25.8% 55	n.s.
Fair	1.4% 5	2.3% 5	n.s.
Poor	0.5% 2	0.0% 0	n.s.
Missing or invalid	2.5% 9	1.4% 3	n.s.
Totals	100.0% 367	100.0% 213	

Question 17. Which **three** things do you like most about the WIC program?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
Information on healthy eating and lifestyle choices	29.9% 257	24.8% 152	n.s.
Checks for healthy foods	17.6% 151	23.8% 146	$p \leq .001$
Checks for infant formula	17.6% 151	23.6% 145	$p \leq .001$
Breastfeeding support	8.3% 71	5.4% 33	n.s.
Immunization screening	8.8% 76	5.9% 36	n.s.
Other health services (testing for anemia, family planning)	7.8% 67	6.5% 40	n.s.
Referrals to health, welfare, and social service programs	6.9% 59	6.4% 39	n.s.
Other	1.5% 13	3.1% 19	$p \leq .05$
Missing	1.6% 14	0.7% 4	n.s.
Totals	100.0% 859	100.0% 614	

Question 18. Which **three** of the following WIC requirements are the hardest for you?

	Non-English Language Surveys %(n)	English Language Surveys %(n)	Significance
None	21.1% 127	29.5% 107	$p \leq .001$
Keeping appointments	20.1% 121	13.5% 49	$p \leq .001$
Bringing in my children	12.1% 73	17.1% 62	$p \leq .05$
Completing forms	13.1% 79	8.0% 29	$p \leq .001$
Attending group NE classes	11.6% 70	12.7% 46	$p \leq .05$
Bringing in proof of income	6.3% 38	5.2% 19	$p \leq .05$
Other	2.3% 14	5.2% 19	$p \leq .05$
Getting height, weight, and blood samples	5.1% 31	3.9% 14	$p \leq .05$
Bringing in proof of residency	2.3% 14	3.0% 11	$p \leq .05$
Bringing in proof of identity	2.0% 12	0.8% 3	$p \leq .05$
Missing	3.8% 23	1.1% 4	$p \leq .05$
Totals	100.0% 602	100.0% 363	

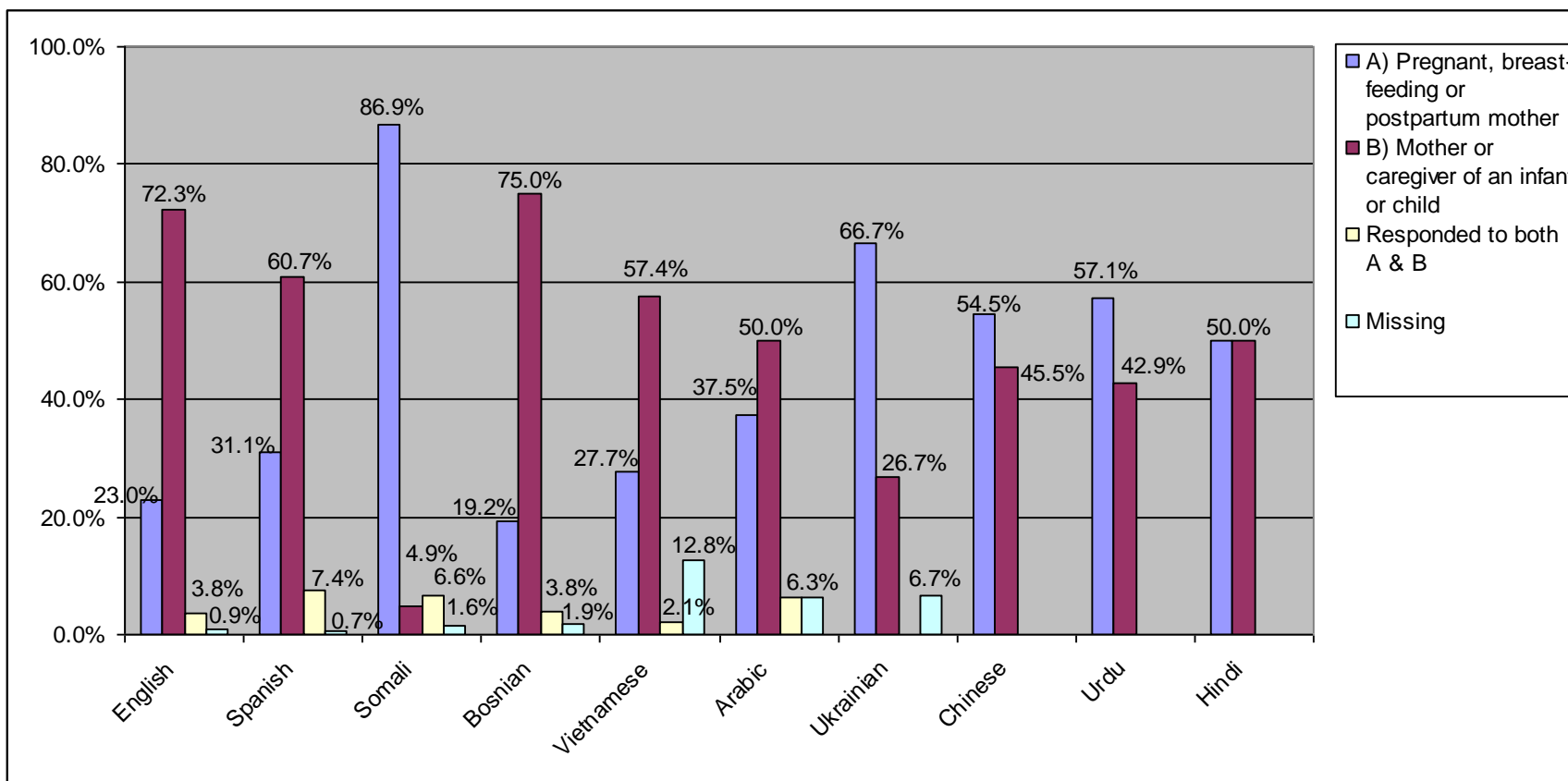
Appendix E: Results by Individual Languages

PARTICIPATION, CULTURE & LANGUAGE

Question 1. I am a:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
A) Pregnant, breast-feeding or postpartum mother on the WIC program	23.0% 49	31.1% 42	86.9% 53	19.2% 10	27.7% 13	37.5% 12	66.7% 10	54.5% 6	57.1% 4	50.0% 1	34.8% 200
B) Mother or caregiver of an infant or child on the WIC program	72.3% 154	60.7% 82	4.9% 3	75.0% 39	57.4% 27	50.0% 16	26.7% 4	45.5% 5	42.9% 3	50.0% 1	58.1% 334
Responded to both A & B	3.8% 8	7.4% 10	6.6% 4	3.8% 2	2.1% 1	6.3% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	4.7% 27
Missing	0.9% 2	0.7% 1	1.6% 1	1.9% 1	12.8% 6	6.3% 2	6.7% 1	0.0% 0	0.0% 0	0.0% 0	2.4% 14
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 575

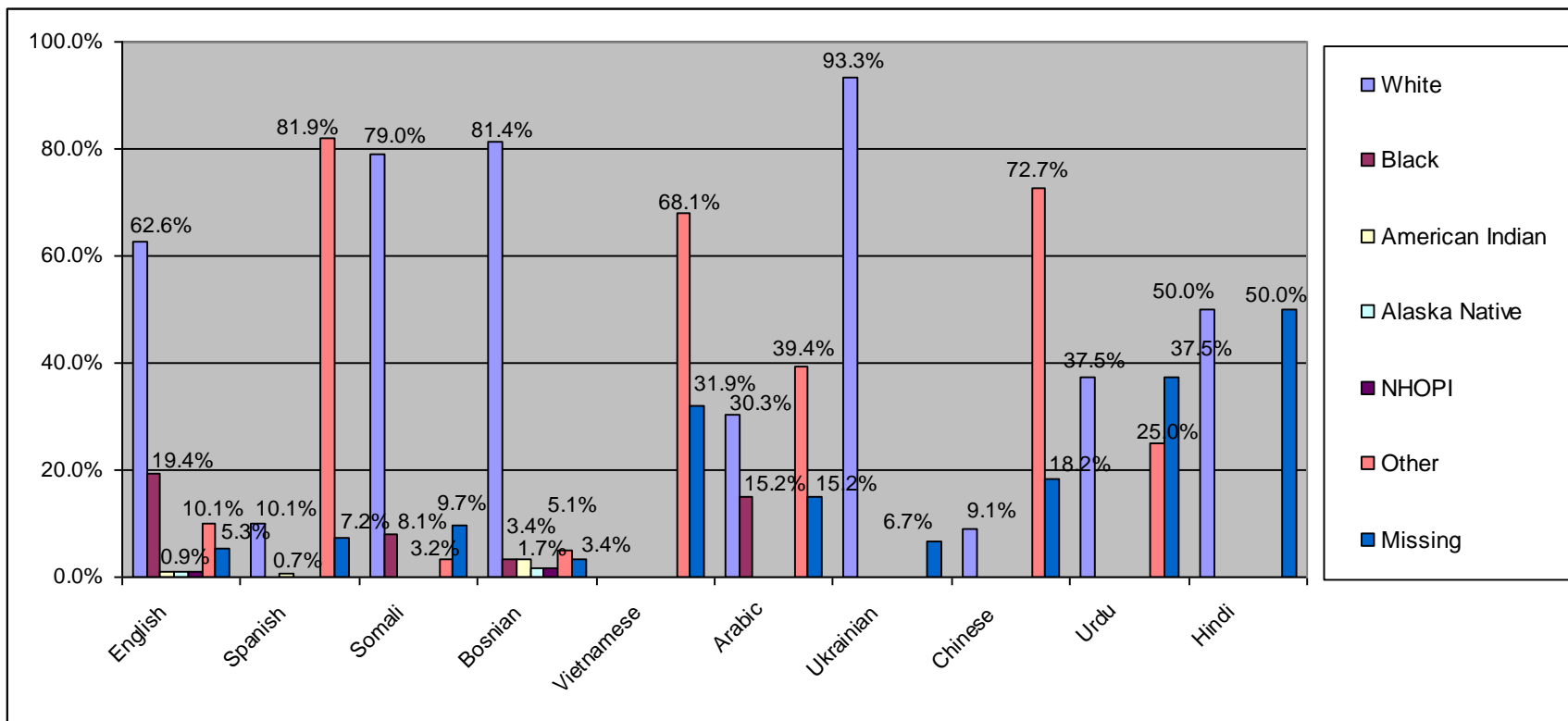
Question 1. I am a:



Question 22. Check the race or ethnicity that you most strongly identify with:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
White	62.6% 142	10.1% 14	79.0% 49	81.4% 48	0.0% 0	30.3% 10	93.3% 14	9.1% 1	37.5% 3	50.0% 1	46.8% 282
Black	19.4% 44	0.0% 0	8.1% 5	3.4% 2	0.0% 0	15.2% 5	0.0% 0	0.0% 0	0.0% 0	0.0% 0	9.3% 56
American Indian	0.9% 2	0.7% 1	0.0% 0	3.4% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.8% 5
Alaska Native	0.9% 2	0.0% 0	0.0% 0	1.7% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.5% 3
Native Hawaiian and Other Pacific Islander (NHOPI)	0.9% 2	0.0% 0	0.0% 0	1.7% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.5% 3
Other	10.1% 23	81.9% 113	3.2% 2	5.1% 3	68.1% 32	39.4% 13	0.0% 0	72.7% 8	25.0% 2	0.0% 0	32.6% 196
Missing	5.3% 12	7.2% 10	9.7% 6	3.4% 2	31.9% 15	15.2% 5	6.7% 1	18.2% 2	37.5% 3	50.0% 1	9.5% 57
Totals	100.0% 227	100.0% 138	100.0% 62	100.0% 59	100.0% 47	100.0% 33	100.0% 15	100.0% 11	100.0% 8	100.0% 2	100.0% 602

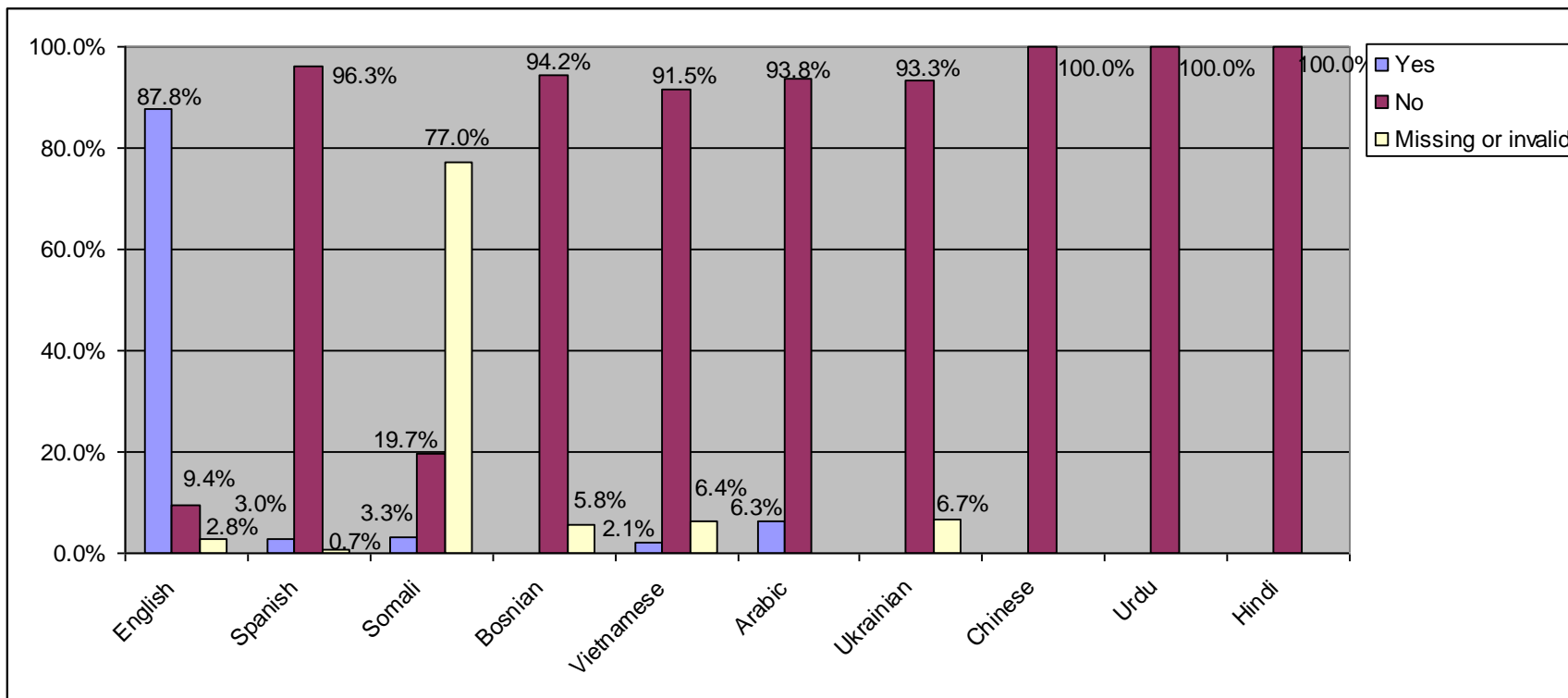
Question 22. Check the race or ethnicity that you most strongly identify with:



Question 19. Is English your **first** language?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Yes (if yes, skip to question #22)	87.8% 187	3.0% 4	3.3% 2	0.0% 0	2.1% 1	6.3% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	34.1% 196
No	9.4% 20	96.3% 130	19.7% 12	94.2% 49	91.5% 43	93.8% 30	93.3% 14	100.0% 11	100.0% 7	100.0% 2	55.3% 318
Missing or invalid	2.8% 6	0.7% 1	77.0% 47	5.8% 3	6.4% 3	0.0% 0	6.7% 1	0.0% 0	0.0% 0	0.0% 0	10.6% 61
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 575

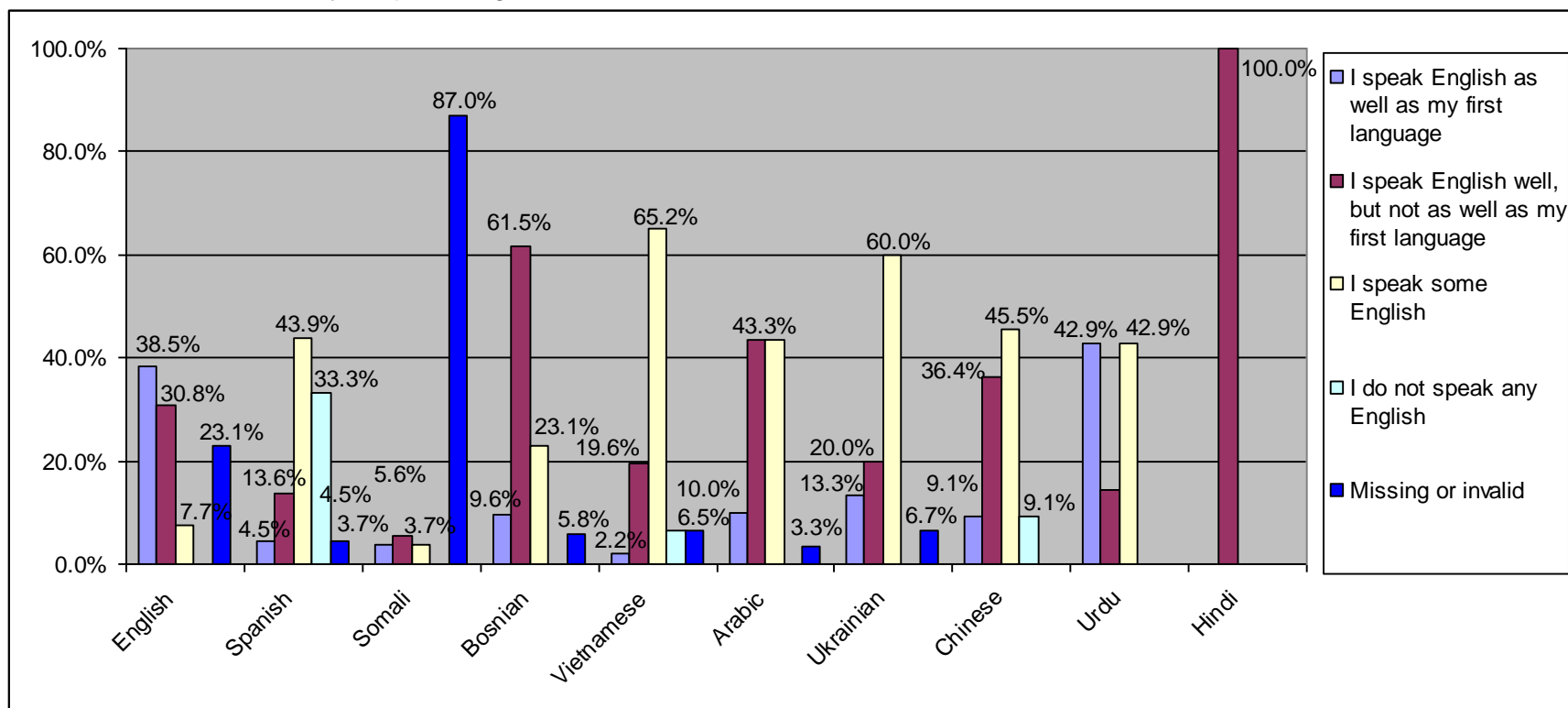
Question 19. Is English your **first** language?



Question 20. How well do you speak English?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
I speak English as well as my first language	38.5% 10	4.5% 6	3.7% 2	9.6% 5	2.2% 1	10.0% 3	13.3% 2	9.1% 1	42.9% 3	0.0% 0	8.8% 33
I speak English well, but not as well as my first language	30.8% 8	13.6% 18	5.6% 3	61.5% 32	19.6% 9	43.3% 13	20.0% 3	36.4% 4	14.3% 1	100.0% 2	24.8% 93
I speak some English	7.7% 2	43.9% 58	3.7% 2	23.1% 12	65.2% 30	43.3% 13	60.0% 9	45.5% 5	42.9% 3	0.0% 0	35.7% 134
I do not speak any English	0.0% 0	33.3% 44	0.0% 0	0.0% 0	6.5% 3	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	12.8% 48
Missing or invalid or invalid	23.1% 6	4.5% 6	87.0% 47	5.8% 3	6.5% 3	3.3% 1	6.7% 1	0.0% 0	0.0% 0	0.0% 0	17.9% 67
Totals	100.0% 26	100.0% 132	100.0% 54	100.0% 52	100.0% 46	100.0% 30	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 375

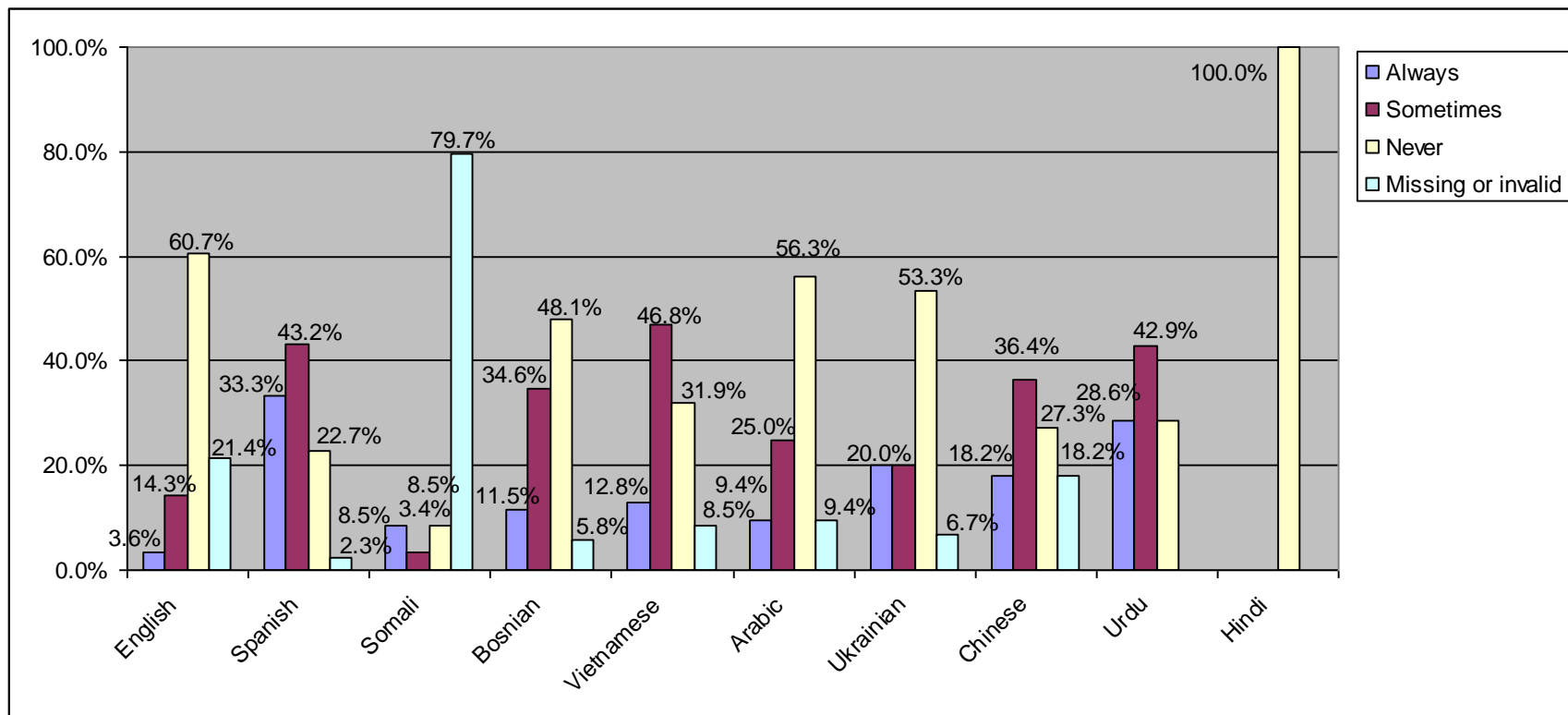
Question 20. How well do you speak English?



Question 21. How often do you need a translator when you come to the WIC office?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Always	3.6% 1	33.3% 44	8.5% 5	11.5% 6	12.8% 6	9.4% 3	20.0% 3	18.2% 2	28.6% 2	0.0% 0	18.6% 72
Sometimes	14.3% 4	43.2% 57	3.4% 2	34.6% 18	46.8% 22	25.0% 8	20.0% 3	36.4% 4	42.9% 3	0.0% 0	31.3% 121
Never	60.7% 17	22.7% 30	8.5% 5	48.1% 25	31.9% 15	56.3% 18	53.3% 8	27.3% 3	28.6% 2	100.0% 2	32.3% 125
Missing or invalid	21.4% 6	2.3% 3	79.7% 47	5.8% 3	8.5% 4	9.4% 3	6.7% 1	18.2% 2	0.0% 0	0.0% 0	17.8% 69
Totals	100.0% 28	100.0% 132	100.0% 59	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 387

Question 21. How often do you need a translator when you come to the WIC office?



PROGRAM AWARENESS

2. How did you <u>first</u> find out about the WIC Program?	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Family members	42.3% 102	31.1% 42	86.9% 53	13.5% 7	17.0% 8	18.8% 6	26.7% 4	0.0% 0	14.3% 1	50.0% 1	30.8% 224
Friends	21.2% 51	39.3% 53	11.5% 7	57.7% 30	53.2% 25	53.1% 17	66.7% 10	33.3% 4	28.6% 2	50.0% 1	27.5% 200
Social Services*	15.8% 38	4.4% 6	6.6% 4	5.8% 3	23.4% 11	6.3% 2	0.0% 0	25.0% 3	42.9% 3	0.0% 0	9.6% 70
Doctor or nurse	12.0% 29	25.9% 35	3.3% 2	19.2% 10	12.8% 6	18.8% 6	6.7% 1	25.0% 3	0.0% 0	0.0% 0	12.6% 92
Other	7.5% 18	1.5% 2	1.6% 1	0.0% 0	2.1% 1	6.3% 2	6.7% 1	8.3% 1	0.0% 0	0.0% 0	3.6% 26
Grocery store or pharmacy	0.4% 1	0.0% 0	4.9% 3	0.0% 0	2.1% 1	0.0% 0	0.0% 0	8.3% 1	14.3% 1	0.0% 0	1.0% 7
Radio or TV	0.0% 0	2.2% 3	11.5% 7	3.8% 2	2.1% 1	3.1% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	1.9% 14
Newspaper, brochure or flyer	0.4% 1	0.0% 0	4.9% 3	0.0% 0	2.1% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.7% 5
Church, Mosque, Temple, Synagogue or religious leader	0.4% 1	0.7% 1	85.2% 52	0.0% 0	4.3% 2	3.1% 1	6.7% 1	0.0% 0	0.0% 0	0.0% 0	8.0% 58
Missing	0.0% 0	0.0% 0	0.0% 0	1.9% 1	6.4% 3	3.1% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.7% 5
Totals	100.0% 241	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 12	100.0% 7	100.0% 2	100.0% 728

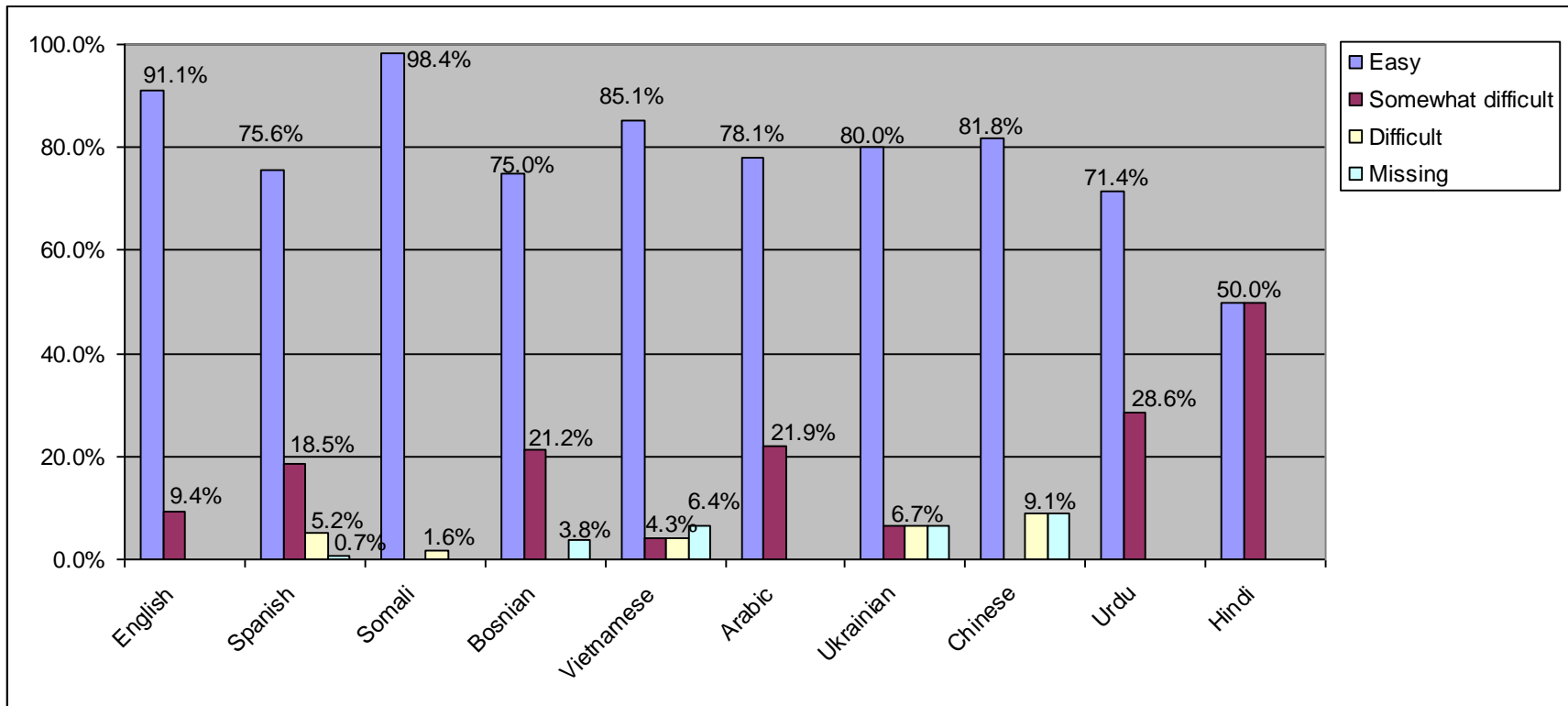
** There is no corresponding graph for this chart.

APPLICATION & EDUCATION PROCESSES

Question 3. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Easy	91.1% 194	75.6% 102	98.4% 60	75.0% 39	85.1% 40	78.1% 25	80.0% 12	81.8% 9	71.4% 5	50.0% 1	84.5% 487
Somewhat difficult	9.4% 20	18.5% 25	0.0% 0	21.2% 11	4.3% 2	21.9% 7	6.7% 1	0.0% 0	28.6% 2	50.0% 1	12.0% 69
Difficult	0.0% 0	5.2% 7	1.6% 1	0.0% 0	4.3% 2	0.0% 0	6.7% 1	9.1% 1	0.0% 0	0.0% 0	2.1% 12
Missing	0.0% 0	0.7% 1	0.0% 0	3.8% 2	6.4% 3	0.0% 0	6.7% 1	9.1% 1	0.0% 0	0.0% 0	1.4% 8
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 576

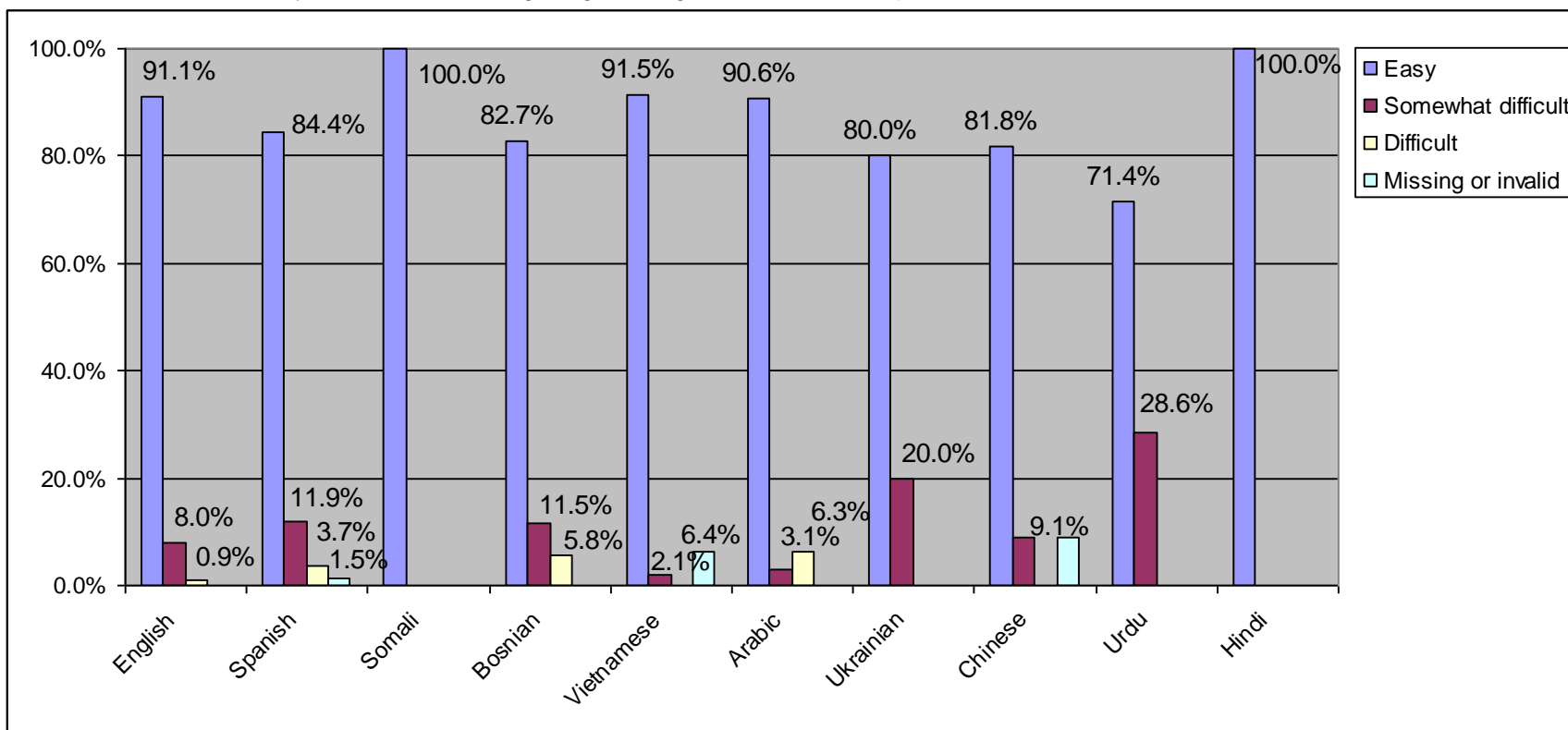
Question 3. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?



Question 4. How would you describe having height, weight and blood samples taken?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Easy	91.1% 194	84.4% 114	100.0% 61	82.7% 43	91.5% 43	90.6% 29	80.0% 12	81.8% 9	71.4% 5	100.0% 2	88.7% 512
Somewhat difficult	8.0% 17	11.9% 16	0.0% 0	11.5% 6	2.1% 1	3.1% 1	20.0% 3	9.1% 1	28.6% 2	0.0% 0	8.1% 47
Difficult	0.9% 2	3.7% 5	0.0% 0	5.8% 3	0.0% 0	6.3% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	2.1% 12
Missing or invalid	0.0% 0	1.5% 2	0.0% 0	0.0% 0	6.4% 3	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	1.0% 6
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 577

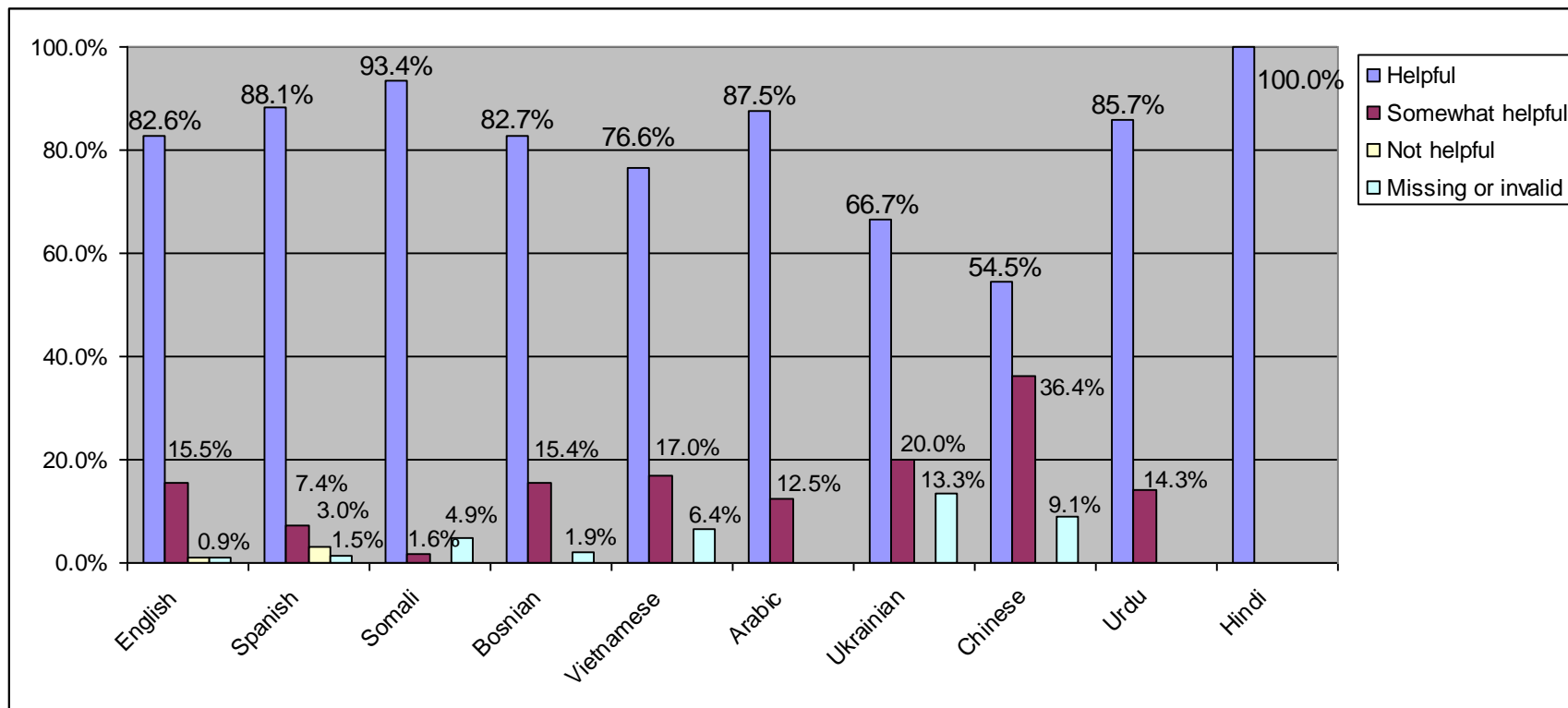
Question 4. How would you describe having height, weight and blood samples taken?



Question 5. How would you describe your first meeting with the nutritionist?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	82.6% 176	88.1% 119	93.4% 57	82.7% 43	76.6% 36	87.5% 28	66.7% 10	54.5% 6	85.7% 6	100.0% 2	84.0% 483
Somewhat helpful	15.5% 33	7.4% 10	1.6% 1	15.4% 8	17.0% 8	12.5% 4	20.0% 3	36.4% 4	14.3% 1	0.0% 0	12.5% 72
Not helpful	0.9% 2	3.0% 4	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	1.0% 6
Missing or invalid	0.9% 2	1.5% 2	4.9% 3	1.9% 1	6.4% 3	0.0% 0	13.3% 2	9.1% 1	0.0% 0	0.0% 0	2.4% 14
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 575

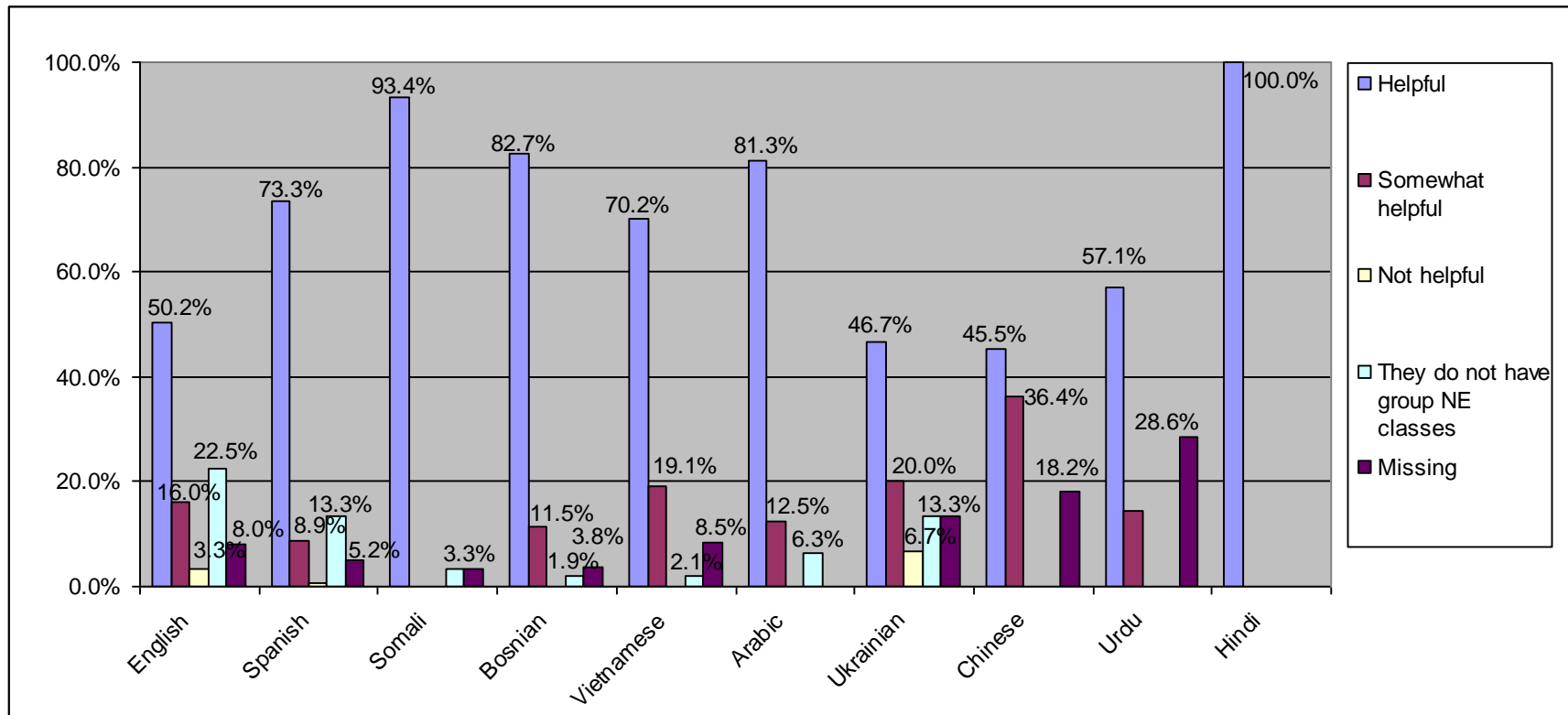
Question 5. How would you describe your first meeting with the nutritionist?



Question 6. How would you describe the group nutrition education (NE) classes at this WIC office?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	50.2% 107	73.3% 99	93.4% 57	82.7% 43	70.2% 33	81.3% 26	46.7% 7	45.5% 5	57.1% 4	100.0% 2	66.4% 383
Somewhat helpful	16.0% 34	8.9% 12	0.0% 0	11.5% 6	19.1% 9	12.5% 4	20.0% 3	36.4% 4	14.3% 1	0.0% 0	12.7% 73
Not helpful	3.3% 7	0.7% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	6.7% 1	0.0% 0	0.0% 0	0.0% 0	1.6% 9
They do not have group NE classes	22.5% 48	13.3% 18	3.3% 2	1.9% 1	2.1% 1	6.3% 2	13.3% 2	0.0% 0	0.0% 0	0.0% 0	12.8% 74
Missing	8.0% 17	5.2% 7	3.3% 2	3.8% 2	8.5% 4	0.0% 0	13.3% 2	18.2% 2	28.6% 2	0.0% 0	6.6% 38
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 577

Question 6. How would you describe the group nutrition education (NE) classes at this WIC office?

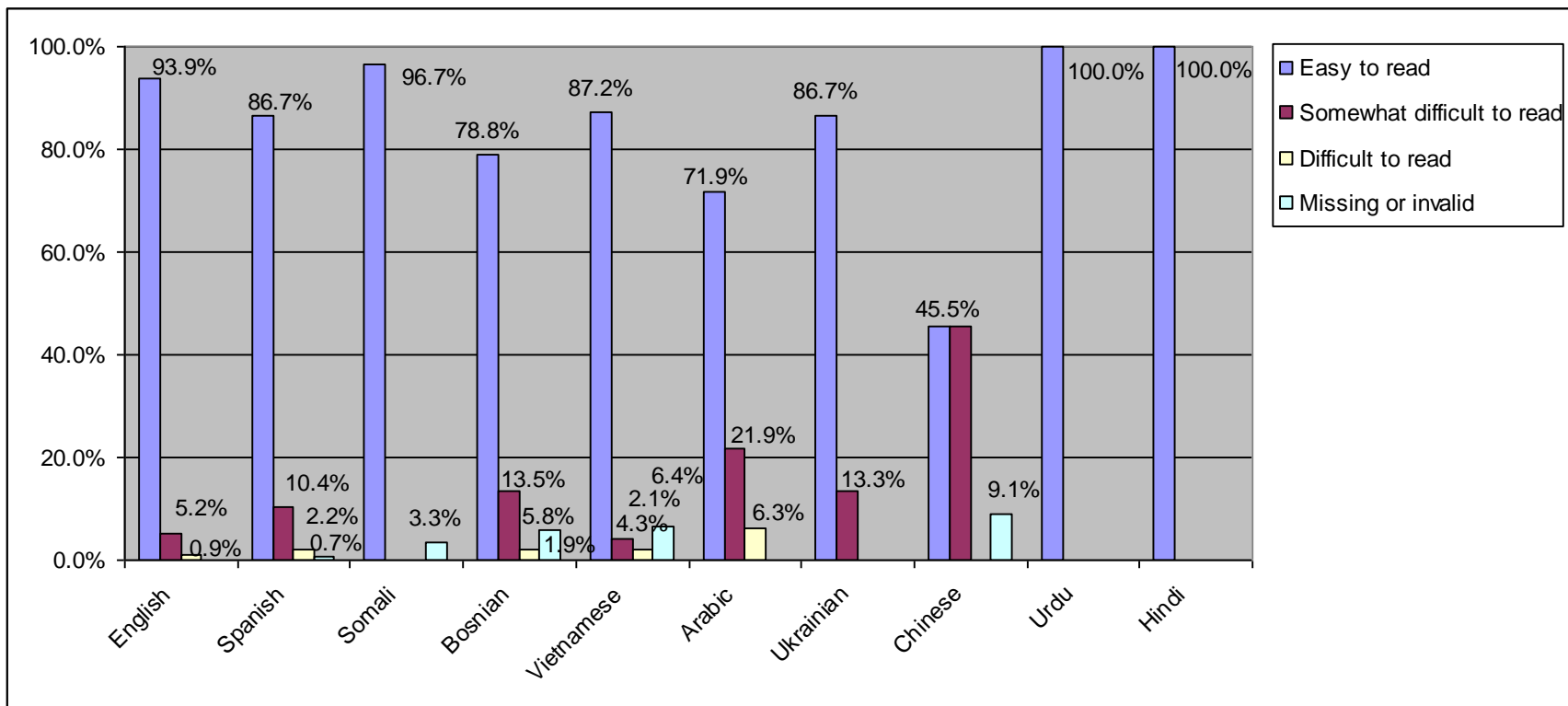


FORMS & LITERATURE

Question 7. The brochures and handouts on nutrition are:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Easy to read	93.9% 200	86.7% 117	96.7% 59	78.8% 41	87.2% 41	71.9% 23	86.7% 13	45.5% 5	100.0% 7	100.0% 2	88.3% 508
Somewhat difficult to read	5.2% 11	10.4% 14	0.0% 0	13.5% 7	4.3% 2	21.9% 7	13.3% 2	45.5% 5	0.0% 0	0.0% 0	8.3% 48
Difficult to read	0.9% 2	2.2% 3	0.0% 0	1.9% 1	2.1% 1	6.3% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	1.6% 9
Missing or invalid	0.0% 0	0.7% 1	3.3% 2	5.8% 3	6.4% 3	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	1.7% 10
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 575

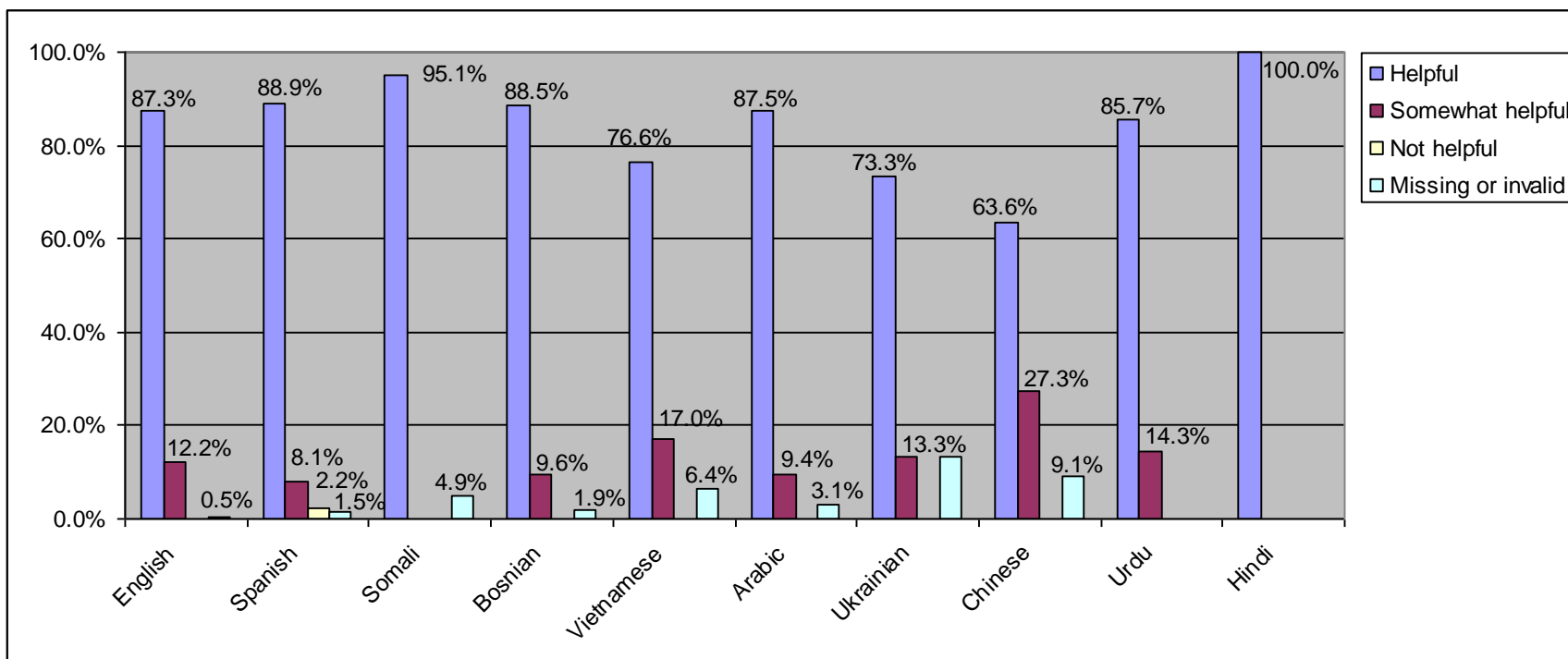
Question 7. The brochures and handouts on nutrition are:



Question 8. The information in the brochures and handouts on nutrition are:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	87.3% 186	88.9% 120	95.1% 58	88.5% 46	76.6% 36	87.5% 28	73.3% 11	63.6% 7	85.7% 6	100.0% 2	86.8% 500
Somewhat helpful	12.2% 26	8.1% 11	0.0% 0	9.6% 5	17.0% 8	9.4% 3	13.3% 2	27.3% 3	14.3% 1	0.0% 0	10.2% 59
Not helpful	0.0% 0	2.2% 3	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.5% 3
Missing or invalid	0.5% 1	1.5% 2	4.9% 3	1.9% 1	6.4% 3	3.1% 1	13.3% 2	9.1% 1	0.0% 0	0.0% 0	2.4% 14
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 576

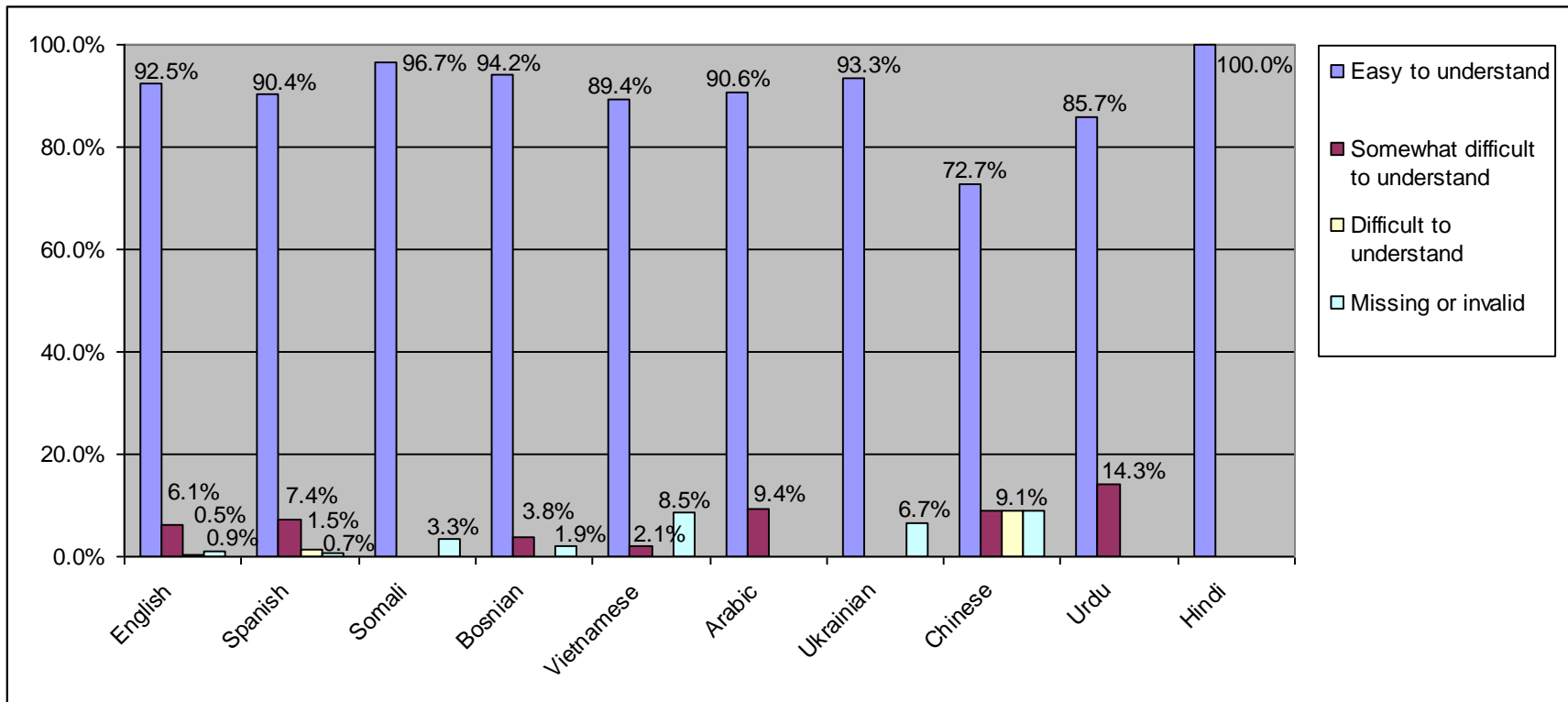
Question 8. The information in the brochures and handouts on nutrition are:



Question 9. The WIC food list with pictures is:

9. The WIC food list with pictures is:	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Easy to understand	92.5% 197	90.4% 122	96.7% 59	94.2% 49	89.4% 42	90.6% 29	93.3% 14	72.7% 8	85.7% 6	100.0% 2	91.8% 528
Somewhat difficult to understand	6.1% 13	7.4% 10	0.0% 0	3.8% 2	2.1% 1	9.4% 3	0.0% 0	9.1% 1	14.3% 1	0.0% 0	5.4% 31
Difficult to understand	0.5% 1	1.5% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	0.7% 4
Missing or invalid	0.9% 2	0.7% 1	3.3% 2	1.9% 1	8.5% 4	0.0% 0	6.7% 1	9.1% 1	0.0% 0	0.0% 0	2.1% 12
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 575

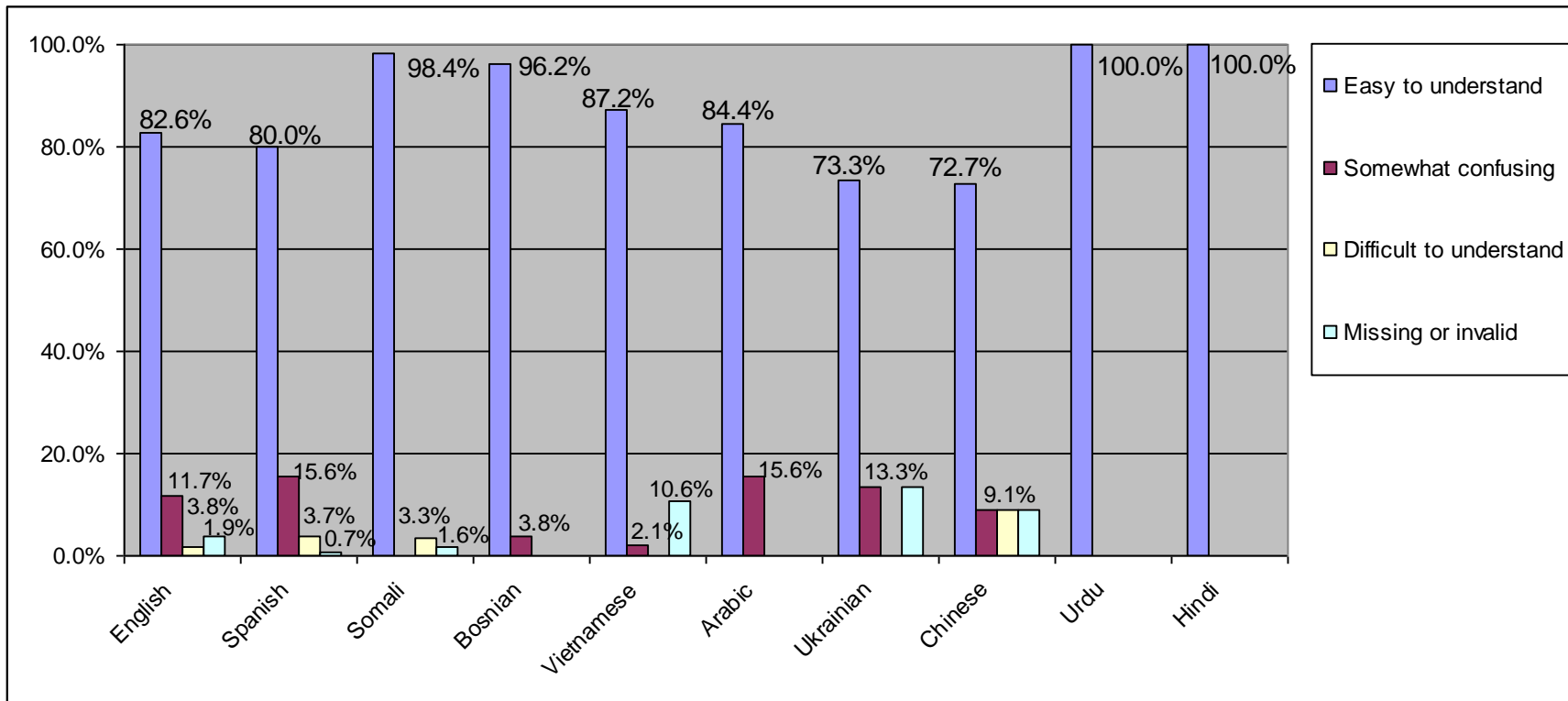
Question 9. The WIC food list with pictures is:



Question 10. The diet sheets that you take home or fill out at the WIC office are:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Easy to understand	82.6% 176	80.0% 108	98.4% 60	96.2% 50	87.2% 41	84.4% 27	73.3% 11	72.7% 8	100.0% 7	100.0% 2	84.9% 490
Somewhat confusing	11.7% 25	15.6% 21	0.0% 0	3.8% 2	2.1% 1	15.6% 5	13.3% 2	9.1% 1	0.0% 0	0.0% 0	9.9% 57
Difficult to understand	1.9% 4	3.7% 5	3.3% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	2.1% 12
Missing or invalid	3.8% 8	0.7% 1	1.6% 1	0.0% 0	10.6% 5	0.0% 0	13.3% 2	9.1% 1	0.0% 0	0.0% 0	3.1% 18
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 577

Question 10. The diet sheets that you take home or fill out at the WIC office are:

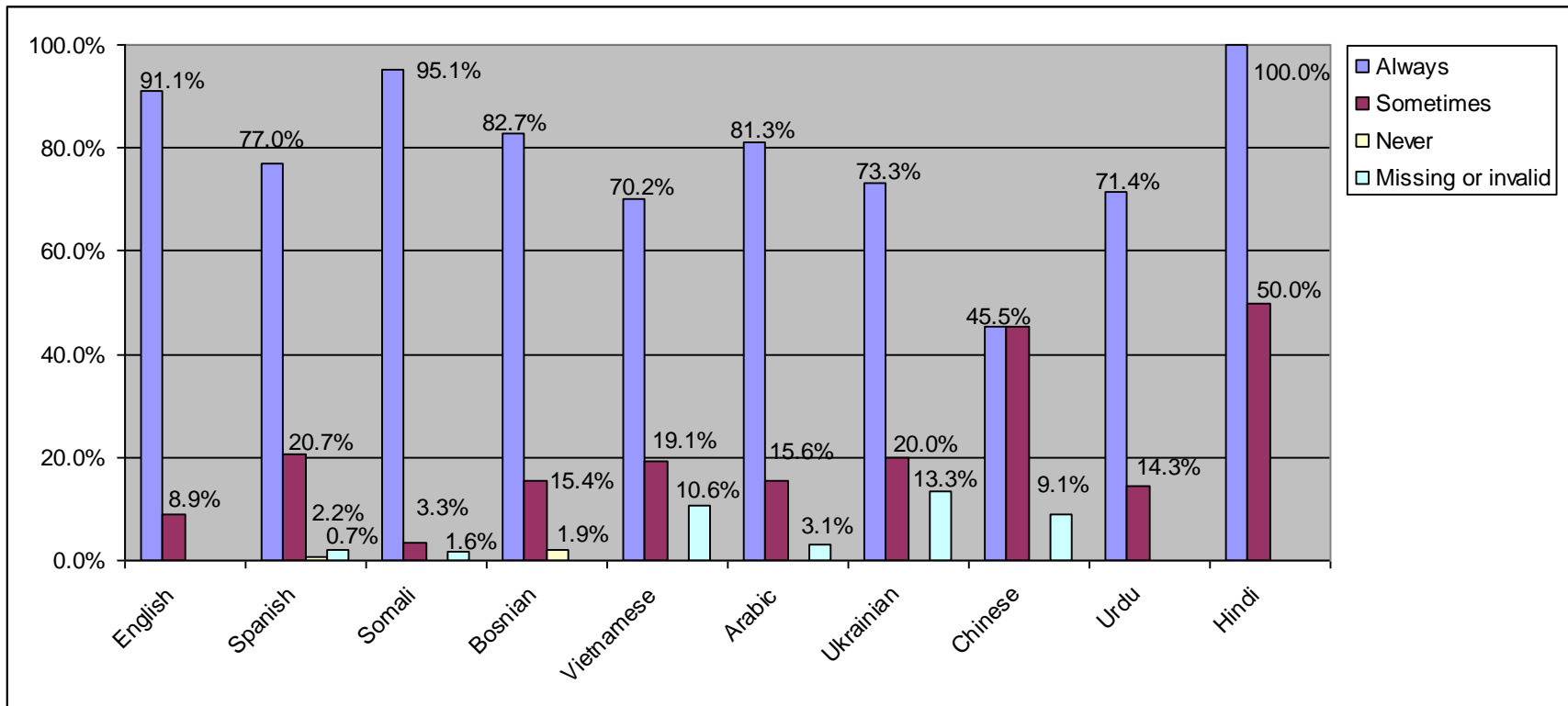


WIC STAFF & WIC VENDORS

Question 11. The **clerk or receptionist** at this WIC office use words that I can understand:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Always	91.1% 194	77.0% 104	95.1% 58	82.7% 43	70.2% 33	81.3% 26	73.3% 11	45.5% 5	71.4% 5	100.0% 2	83.2% 481
Sometimes	8.9% 19	20.7% 28	3.3% 2	15.4% 8	19.1% 9	15.6% 5	20.0% 3	45.5% 5	14.3% 1	50.0% 1	14.0% 81
Never	0.0% 0	0.7% 1	0.0% 0	1.9% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.3% 2
Missing or invalid	0.0% 0	2.2% 3	1.6% 1	0.0% 0	10.6% 5	3.1% 1	13.3% 2	9.1% 1	14.3% 1	0.0% 0	2.4% 14
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 578

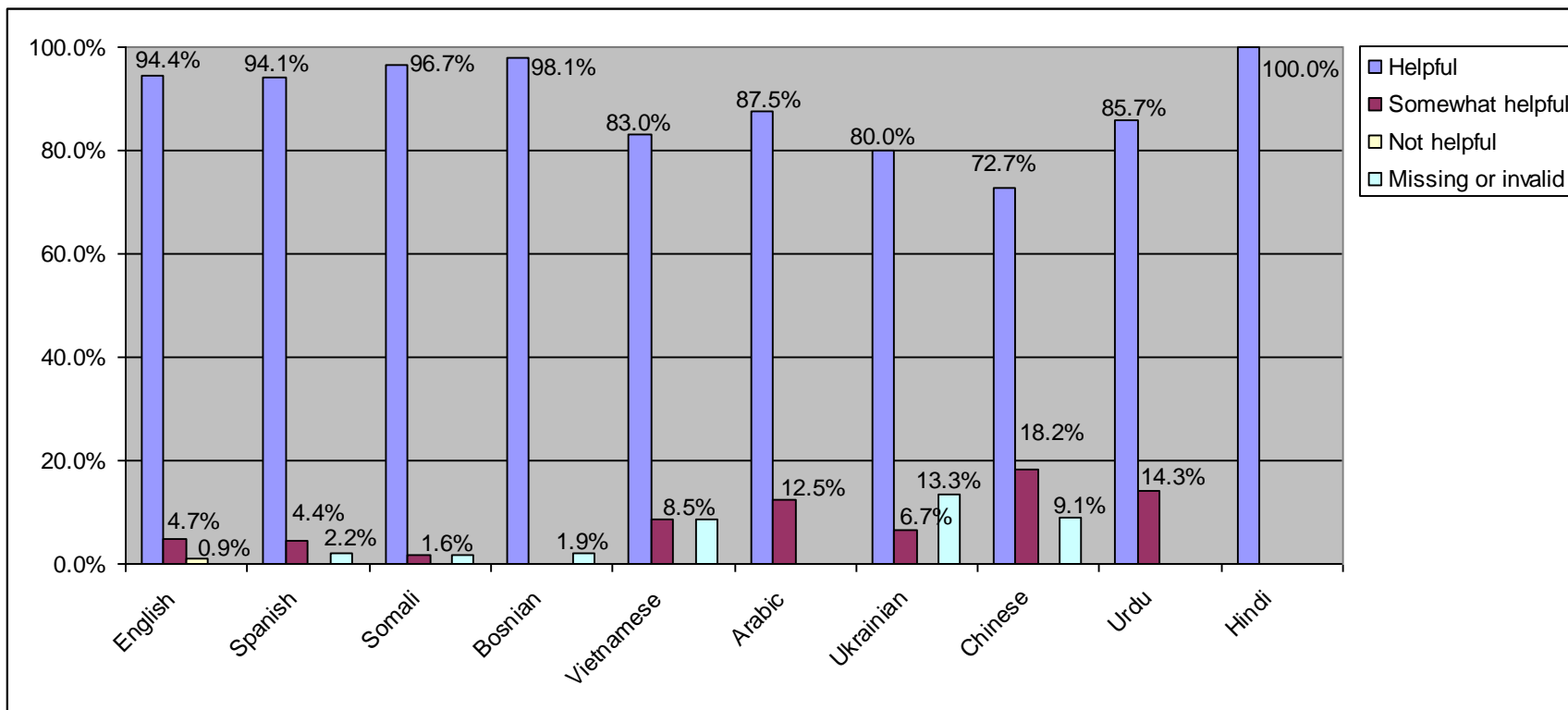
Question 11. The **clerk or receptionist** at this WIC office use words that I can understand:



Question 12. The **clerk or receptionist** at the WIC front desk is:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	94.4% 201	94.1% 127	96.7% 59	98.1% 51	83.0% 39	87.5% 28	80.0% 12	72.7% 8	85.7% 6	100.0% 2	92.5% 533
Somewhat helpful	4.7% 10	4.4% 6	1.6% 1	0.0% 0	8.5% 4	12.5% 4	6.7% 1	18.2% 2	14.3% 1	0.0% 0	5.0% 29
Not helpful	0.9% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.3% 2
Missing or invalid	0.0% 0	2.2% 3	1.6% 1	1.9% 1	8.5% 4	0.0% 0	13.3% 2	9.1% 1	0.0% 0	0.0% 0	2.1% 12
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 576

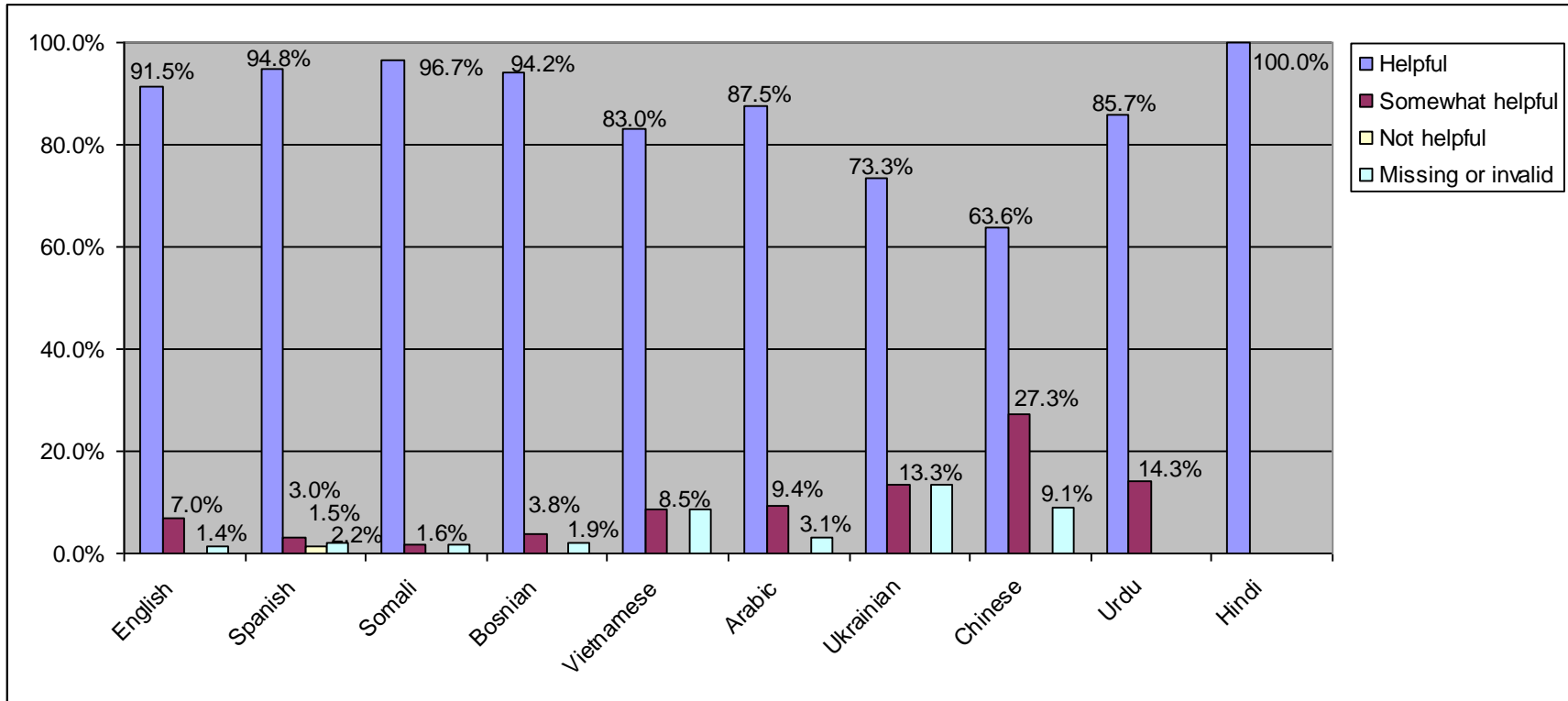
Question 12. The **clerk or receptionist** at the WIC front desk is:



Question 13. The **nutritionist and nurses** at this WIC office are:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	91.5% 195	94.8% 128	96.7% 59	94.2% 49	83.0% 39	87.5% 28	73.3% 11	63.6% 7	85.7% 6	100.0% 2	90.8% 524
Somewhat helpful	7.0% 15	3.0% 4	1.6% 1	3.8% 2	8.5% 4	9.4% 3	13.3% 2	27.3% 3	14.3% 1	0.0% 0	6.1% 35
Not helpful	0.0% 0	1.5% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.3% 2
Missing or invalid	1.4% 3	2.2% 3	1.6% 1	1.9% 1	8.5% 4	3.1% 1	13.3% 2	9.1% 1	0.0% 0	0.0% 0	2.8% 16
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 577

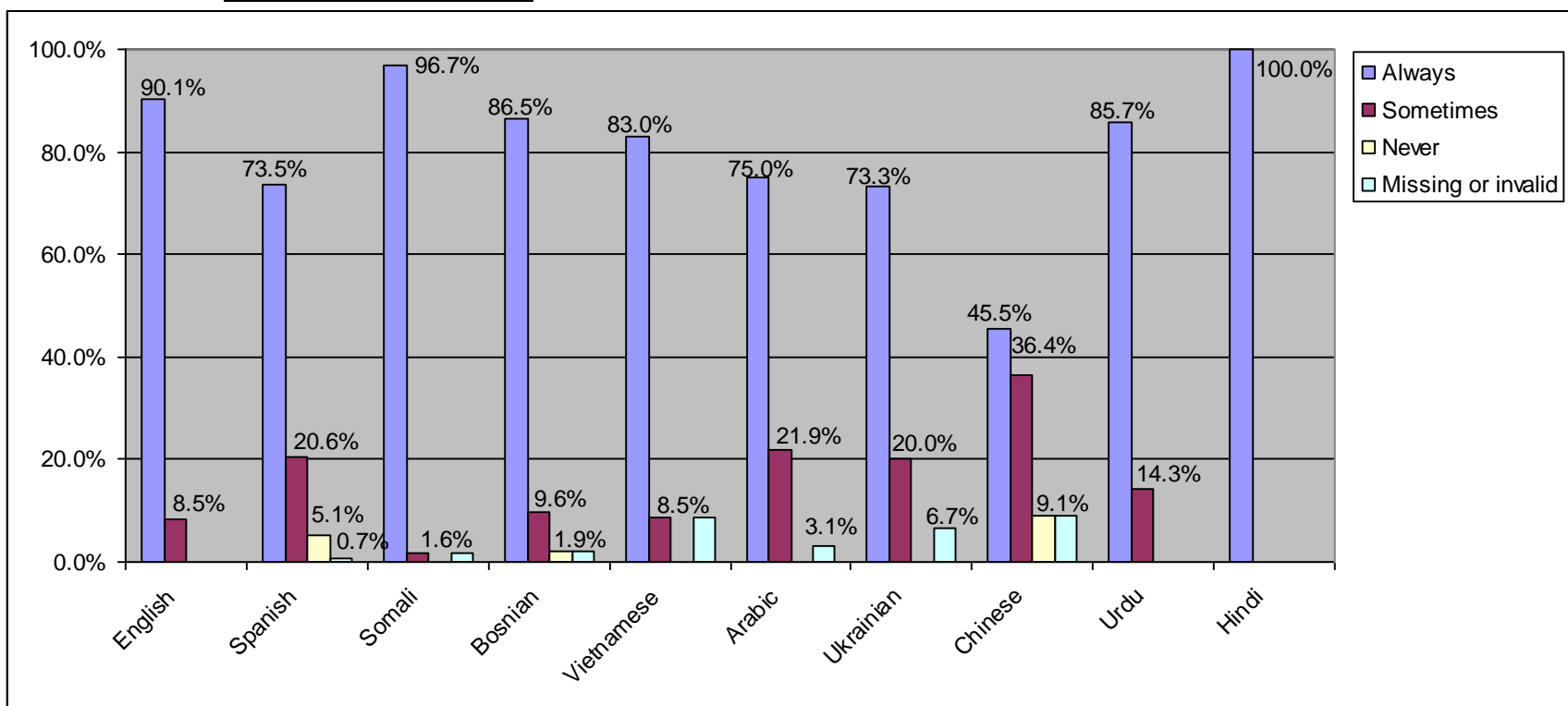
Question 13. The **nutritionist and nurses** at this WIC office are:



Question 14. The **nutritionists and nurses** at this WIC office use words that I can understand:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Always	90.1% 192	73.5% 100	96.7% 59	86.5% 45	83.0% 39	75.0% 24	73.3% 11	45.5% 5	85.7% 6	100.0% 2	83.9% 483
Sometimes	8.5% 18	20.6% 28	1.6% 1	9.6% 5	8.5% 4	21.9% 7	20.0% 3	36.4% 4	14.3% 1	0.0% 0	12.3% 71
Never	0.0% 0	5.1% 7	0.0% 0	1.9% 1	0.0% 0	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	1.6% 9
Missing or invalid	1.4% 3	0.7% 1	1.6% 1	1.9% 1	8.5% 4	3.1% 1	6.7% 1	9.1% 1	0.0% 0	0.0% 0	2.3% 13
Totals	100.0% 213	100.0% 136	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 576

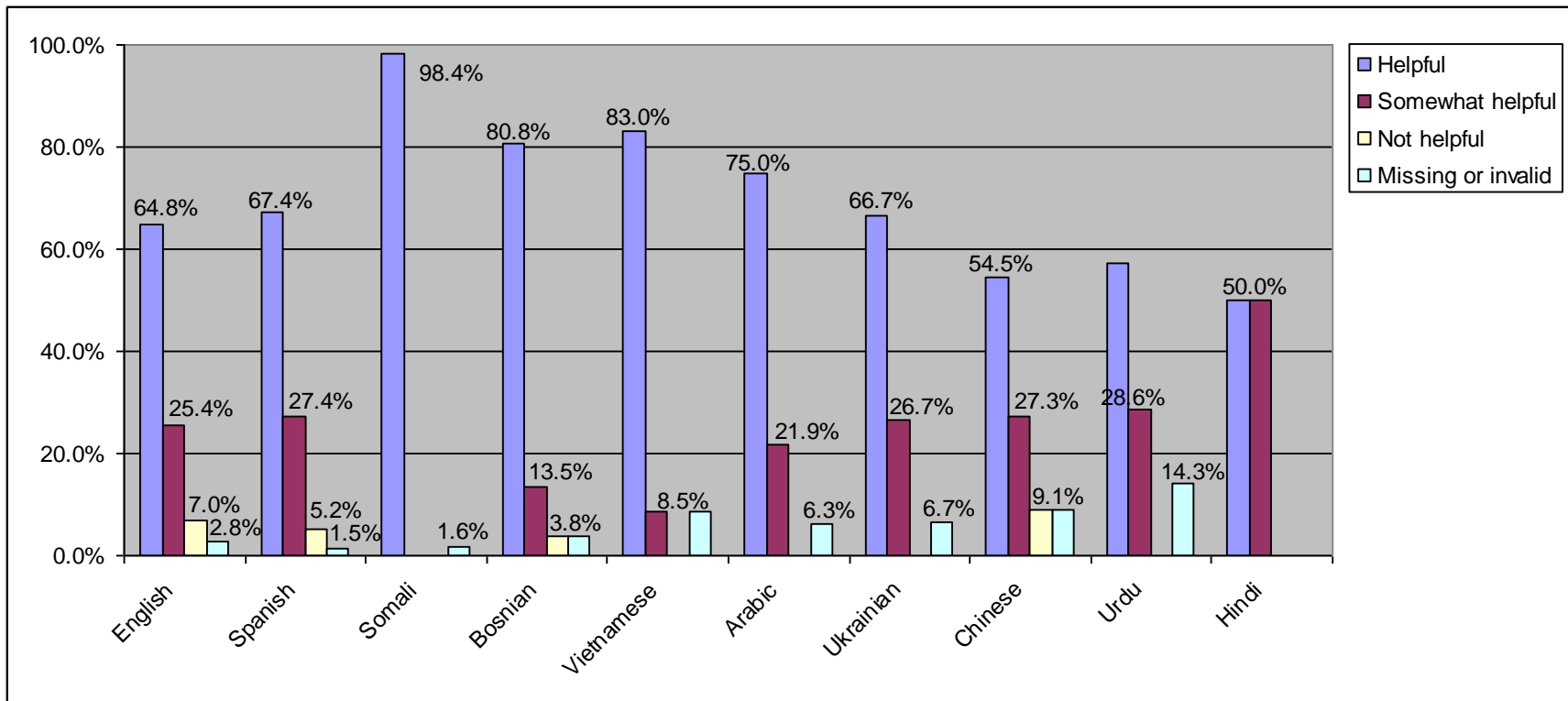
Question 14. The **nutritionists and nurses** at this WIC office use words that I can understand:



Question 15. The cashiers at the WIC grocery store or pharmacy are:

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Helpful	64.8% 138	67.4% 91	98.4% 60	80.8% 42	83.0% 39	75.0% 24	66.7% 10	54.5% 6	57.1% 4	50.0% 1	71.7% 415
Somewhat helpful	25.4% 54	27.4% 37	0.0% 0	13.5% 7	8.5% 4	21.9% 7	26.7% 4	27.3% 3	28.6% 2	50.0% 1	20.6% 119
Not helpful	7.0% 15	5.2% 7	0.0% 0	3.8% 2	0.0% 0	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	4.3% 25
Missing or invalid	2.8% 6	1.5% 2	1.6% 1	3.8% 2	8.5% 4	6.3% 2	6.7% 1	9.1% 1	14.3% 1	0.0% 0	3.5% 20
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 579

Question 15. The cashiers at the WIC grocery store or pharmacy are:

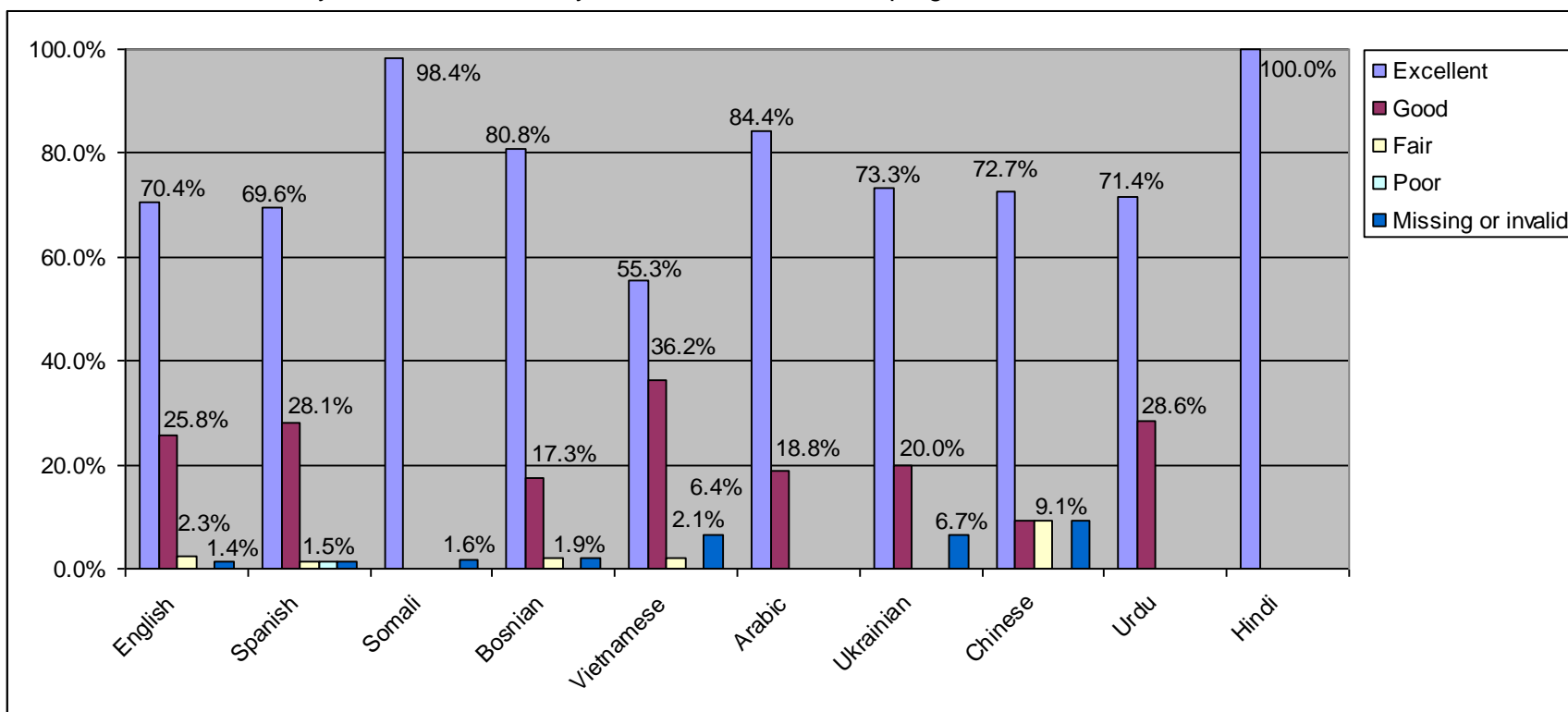


OVERALL SATISFACTION

Question 16. How would you rate the services you receive from the WIC program?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Excellent	70.4% 150	69.6% 94	98.4% 60	80.8% 42	55.3% 26	84.4% 27	73.3% 11	72.7% 8	71.4% 5	100.0% 2	73.3% 425
Good	25.8% 55	28.1% 38	0.0% 0	17.3% 9	36.2% 17	18.8% 6	20.0% 3	9.1% 1	28.6% 2	0.0% 0	22.6% 131
Fair	2.3% 5	1.5% 2	0.0% 0	1.9% 1	2.1% 1	0.0% 0	0.0% 0	9.1% 1	0.0% 0	0.0% 0	1.7% 10
Poor	0.0% 0	1.5% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.3% 2
Missing or invalid	1.4% 3	1.5% 2	1.6% 1	1.9% 1	6.4% 3	0.0% 0	6.7% 1	9.1% 1	0.0% 0	0.0% 0	2.1% 12
Totals	100.0% 213	100.0% 135	100.0% 61	100.0% 52	100.0% 47	100.0% 32	100.0% 15	100.0% 11	100.0% 7	100.0% 2	100.0% 580

Question 16. How would you rate the services you receive from the WIC program?



Question 17. Which **three** things do you like most about the WIC program?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
Information on healthy eating and lifestyle choices	24.8% 152	26.1% 94	66.3% 55	31.3% 42	22.0% 26	28.2% 24	17.1% 6	28.0% 7	15.4% 2	16.7% 1	27.8% 409
Checks for healthy foods	23.8% 146	18.1% 65	9.6% 8	23.9% 32	15.3% 18	11.8% 10	34.3% 12	12.0% 3	23.1% 3	0.0% 0	20.2% 297
Checks for infant formula	23.6% 145	20.6% 74	4.8% 4	17.9% 24	25.4% 30	10.6% 9	2.9% 1	16.0% 4	23.1% 3	33.3% 2	20.1% 296
Other health services (testing for anemia, family planning)	6.5% 40	10.3% 37	3.6% 3	5.2% 7	7.6% 9	8.2% 7	5.7% 2	4.0% 1	0.0% 0	16.7% 1	7.3% 107
Referrals to health, welfare, and social service programs	6.4% 39	7.5% 27	1.2% 1	6.7% 9	5.1% 6	5.9% 5	17.1% 6	16.0% 4	7.7% 1	0.0% 0	6.7% 98
Immunization screening	5.9% 36	10.0% 36	4.8% 4	6.7% 9	11.9% 14	9.4% 8	2.9% 1	12.0% 3	7.7% 1	0.0% 0	7.6% 112
Breastfeeding support	5.4% 33	5.8% 21	6.0% 5	6.7% 9	5.9% 7	22.4% 19	17.1% 6	0.0% 0	15.4% 2	33.3% 2	7.1% 104
Other	3.1% 19	1.4% 5	1.2% 1	0.7% 1	1.7% 2	1.2% 1	0.0% 0	8.0% 2	7.7% 1	0.0% 0	2.2% 32
Missing	0.7% 4	0.3% 1	2.4% 2	0.7% 1	5.1% 6	2.4% 2	2.9% 1	4.0% 1	0.0% 0	0.0% 0	1.2% 18
Totals	100.0% 614	100.0% 360	100.0% 83	100.0% 134	100.0% 118	100.0% 85	100.0% 35	100.0% 25	100.0% 13	100.0% 6	100.0% 1473

** There is no corresponding graph for this chart.

Question 18. Which **three** of the following WIC requirements are the hardest for you?

	English %(n)	Spanish %(n)	Somali %(n)	Bosnian %(n)	Viet. %(n)	Arabic %(n)	Ukrainian %(n)	Chinese %(n)	Urdu %(n)	Hindi %(n)	All %(n)
None	50.2% 107	40.0% 54	1.6% 1	51.9% 27	40.4% 19	37.5% 12	40.0% 6	38.5% 5	40.0% 2	50.0% 1	40.7% 234
Bringing in my children	29.1% 62	19.3% 26	6.6% 4	26.9% 14	19.1% 9	34.4% 11	13.3% 2	23.1% 3	60.0% 3	50.0% 1	23.5% 135
Keeping appointments	23.0% 49	23.7% 32	88.5% 54	15.4% 8	14.9% 7	40.6% 13	26.7% 4	0.0% 0	40.0% 2	50.0% 1	29.6% 170
Attending group NE classes	21.6% 46	25.2% 34	0.0% 0	7.7% 4	25.5% 12	28.1% 9	40.0% 6	30.8% 4	0.0% 0	50.0% 1	20.2% 116
Completing forms	13.6% 29	27.4% 37	0.0% 0	21.2% 11	29.8% 14	28.1% 9	6.7% 1	30.8% 4	40.0% 2	50.0% 1	18.8% 108
Bringing in proof of income	8.9% 19	16.3% 22	3.3% 2	5.8% 3	6.4% 3	15.6% 5	0.0% 0	15.4% 2	20.0% 1	0.0% 0	9.9% 57
Other	8.9% 19	4.4% 6	0.0% 0	5.8% 3	4.3% 2	0.0% 0	6.7% 1	15.4% 2	0.0% 0	0.0% 0	5.7% 33
Getting height, weight, and blood samples	6.6% 14	8.1% 11	4.9% 3	15.4% 8	4.3% 2	12.5% 4	6.7% 1	0.0% 0	40.0% 2	0.0% 0	7.8% 45
Bringing in proof of residency	5.2% 11	9.6% 13	0.0% 0	0.0% 0	2.1% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	4.3% 25
Bringing in proof of identity	1.4% 3	7.4% 10	0.0% 0	0.0% 0	2.1% 1	3.1% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	2.6% 15
Missing	1.9% 4	5.9% 8	6.6% 4	0.0% 0	14.9% 7	0.0% 0	13.3% 2	7.7% 1	20.0% 1	0.0% 0	4.7% 27
Totals	100.0% 363	100.0% 253	111.5% 68	150.0% 78	163.8% 77	200.0% 64	153.3% 23	161.5% 21	260.0% 13	250.0% 5	167.8% 965

** There is no corresponding graph for this chart.